

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Supporter Relations Coordinator
Award/Agreement:	Non award
Classification/Level:	NA
Executive Function:	NA
Business Unit/Program:	Fundraising & Marketing
Reports to:	Supporter Relations Manager
Position Purpose:	This role is responsible for managing outbound phone campaigns and inbound calls and supervision of phone and administration activities through training and staff support in order to achieve personal and team KPI's and sales targets.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Team Training and Quality Assurance
Key tasks	Position holder is successful when
<ul style="list-style-type: none">- Provide initial and ongoing call and systems training of team members- Write and update call scripts for all call types and contribute to continuous improvement	<ul style="list-style-type: none">- Team members are supported to perform their roles effectively- Team members are provided initial and ongoing training

<ul style="list-style-type: none"> - Maintain Standard Responses document - Assign calls to team members - Ensure all process are documented - Set an example for the team through own calling - Appeal calls - do segmentation testing, update the tally boards and help keep the team motivated. - Monitor team member's individual sales and retention results - Provide support and updates for team members regarding live campaigns and changes in processes. - Serve as the reference point for escalation calls and staff queries. - Provide support in the absence of the Manager. - Assist with recruitment and selection of new and replacement staff as necessary. 	<ul style="list-style-type: none"> - Sales targets are achieved - Retention KPI's are achieved - All team process are documented and maintained - Standard Responses are current
Key Result Area 2	Provide Customer Service to Supporters
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> - Take a donor-centric approach to all fundraising activities and deliver an outstanding customer service experience. - Answer inbound calls within agreed guidelines. - Handle any feedback, complaints or cries for help from members of the public in a responsible and timely manner with first contact resolution where possible. - Conduct a range of outbound calls to existing supporters to maintain data quality and/or request donations. - Contribute to the achievement of Supporter Relations income generation. - Manage all cancellation requests in line with supporter retention principles. 	<ul style="list-style-type: none"> - Positive internal and external public and supporter feedback is received via all communication channels. - Inbound calls are answered promptly with supporter's queries handled responsibly and efficiently. - Complaints and issues are identified promptly and escalated where required. - Communication KPI's as stipulated for the team are achieved – number of calls, response times to emails etc. - Retention KPI's are achieved. - Income budget is achieved.
Key Result Area 2	Emails and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> - Respond to emails from supporters and the public through the Fundraising Support inbox. - Assist with the sending and responding to SMS's - Update and maintain records within the Fundraising & Marketing database. - Participation in team meetings. - Provide assistance in other areas of Supporter Relations as required. 	<ul style="list-style-type: none"> - Emails are responded to or are forwarded to the most appropriate department within agreed timeframe. - SMS's are responded to within agreed timeframe. - Data integrity is maintained and entered with accuracy.
Key Result Area 3	Compliance and Privacy
Key tasks	Position holder is successful when

<ul style="list-style-type: none"> - Ensure all administration activities adhere to Mission Australia's policy and practice. - Manage all supporter records and details in line with the Privacy Act 1988. - As required update process and procedure documentation 	<ul style="list-style-type: none"> - Relevant state Fundraising Act, Regulations and Best Practice guidelines are followed with no non-compliance recorded; and internal policies and procedures are adhered to. - Supporter confidentiality is reflected in all interactions via all channels. - Process and procedure documentation reflect current best practice actions.
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Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Minimum 2 years' experience in a telesales environment as a team coach/trainer.
- Experience in a customer service / supporter service / call centre or telemarketing role
- Demonstrated skills in telesales environment.
- Ability to achieve weekly call targets.
- Ability to work with team members to ensure they meet both quality and quantity of calls.
- Advanced Microsoft Office skills including Word, Excel and Outlook.
- Competent in documenting processes & procedures.
- Written and verbal skills to communicate effectively with people from diverse backgrounds
- Ability to handle sensitive situations in a mature and effective manner
- Self-motivation, enthusiasm, resilience, initiative and excellent teamwork
- Exceptional attention-to-detail and accuracy in data entry and documentation
- Experience with a regular giving program (desirable)
- Experience in a customer/supporter service role within a NFP environment (desirable)

Reporting lines and stakeholder relationships

This position is responsible to the Supporter Relations Manager as part of the Fundraising & Marketing department. Key stakeholder relationships include:

- Individual Giving Team
- Donor Admin Team
- Marketing Insights and Business Intelligence Team
- Marketing & Communications Team
- Partnerships & Philanthropy Team (Bequests, Major Donors, Partnerships)

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required

- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan
- Ensure all fundraising materials and practices comply with relevant national and state fundraising legislation

Compliance checks required

Working with Children ☐

National Police Check ☒

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐ _____

Approval

Manager name

Rebecca Roberts

Approval date

January 2023