

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.

Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Supporter Relations Representative

Classification: Non-award

Level: NA

Function: Fundraising & Marketing

Reports to: Supporter Relations Manager

Position Purpose: This role is responsible for providing a high level of customer service to existing and prospective supporters, primarily through inbound and outbound phone calls. The role helps build and maintain relationships with loyal supporters to strengthen their engagement with us.

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

Key Result Area 1	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 	<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.

<p>responsible and timely manner with first contact resolution where possible.</p> <ul style="list-style-type: none"> • 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"> • Communication KPI's as stipulated for the team are achieved – number of calls, response times to emails etc. • Retention KPI's as stipulated for the team are achieved. • Income budget is achieved.
Key Result Area 2	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Update and maintain records within the Fundraising & Marketing database. • Participation in team meetings. • Where required, respond to emails from supporters and the public through the Fundraising Support inbox. • As required update process and procedure documentation • Provide assistance in other areas of Supporter Relations as required. 	<ul style="list-style-type: none"> • Data integrity is maintained and entered with accuracy within the agreed timeframes. • Contribution to discussions at team meetings • Emails are responded to or are forwarded to the most appropriate department within agreed timeframe. • Process and procedure documentation reflect current best practice actions. • Provide assistance when required
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. 	<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.

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.

Recruitment information

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

- Experience in a customer service/supporter relations role within a NFP environment
- Experience in a call centre or telemarketing role
- Demonstrated excellent customer service, and ability to handle sensitive situations in a mature and effective manner in person, or by phone and email
- Strong written and verbal communication skills including with people from diverse backgrounds
- Demonstrated high attention to detail and accuracy in data entry
- Strong systems skills – familiar and confident navigating various Customer Relationship Management platforms
- Proficient Microsoft Office skills, including Word, Excel and Outlook
- Demonstrated ability as an enthusiastic team member whom shows initiative and a positive attitude
- Desirable – experience with Microsoft Dynamics CRM

Key challenges of the role

- This role will suit an individual who thrives on process and becoming expertly proficient in honing their systems knowledge.
- Resilience and self-motivation will see an individual flourish to provide individualise customer service at the highest level.

Compliance checks required

Working with Children	<input type="checkbox"/>
National Police Check	X
Vulnerable People Check	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/> _____

Approval



Manager name

Alexis Wolfe

Approval date

25.03.19