



Position Description

Position: Supporter Experience Officer

Reports To: Supporter Experience Coordinator

Award Classification: Level 3 under the Social, Community, Home Care and Disability Services Industry Award 2010

Location: Footscray VIC. Flexible work arrangements available (60% onsite), travel to other ASRC sites may be required.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Portfolio and Department

The Giving & Experience Team is responsible for the ASRC's fundraising, philanthropic and grant efforts, including appeals, grants, regular giving, gifts in wills, mid-value giving, major donors, philanthropic trusts, community fundraising and events, a \$20 million portfolio. This sits alongside overall responsibility for the ASRC supporter experience, which encompasses both financial and non-financial donor portfolios. This Department oversees strategies to ensure significant engagement retention of the donor database through exceptional supporter experiences including the capacity to upgrade donors at all levels, increase loyalty through cross-pollination and recover donors that have become lapsed, while leading the strategy of "communicating impact".

The Giving & Experience Team works closely with Marketing & Brand and Advocacy & Campaigns teams to support donor acquisition and conversion, alongside leading a culture of project methodology and implementation for major campaigns.

Position Purpose

Reporting into the Supporter Experience Coordinator, this role is responsible for responding to donor queries, updating and managing donor communications and response actions within our fundraising database, Salesforce. This role requires providing an inspiring, effective and engaging donor experience to increase loyalty and commitment through phone calls to our donors.

The role is also integral to the timely, efficient and accurate processing and reconciliation of financial and in-kind transactions and receipts. The role will also support outbound calls to convert prospect leads into regular monthly donors and support donor acquisition and conversion where appropriate.

Key Accountabilities

- Provide timely support to donor queries made by phone, email and mail, maintaining welcoming and authentic communication for a positive supporter experience and informing supporters about the work of the ASRC
- Process all Individual Giving portfolio donations by consolidating multiple income mediums (including bank transfer, cash, cheque, credit card, and in-kind) into Salesforce and ensuring donors are accurately and timely issued receipts.
- Directly support the Regular Giving portfolio via donor retention call and email programs
- Engage with existing and inactive donors updating them on our work, thanking them for their support and a soft ask to increase or reactivate their monthly donation
- Provide support to the Community & Events team to call event hosts or participants as part of stewardship and onboarding plans
- Support other outbound and inbound calling campaigns as required for upgrades, conversion from single gift to regular gift, reactivation of lapsed donors
- Directly support the Appeals portfolio as the first point of contact for individual donors via phone and email.
- Manage the monthly reporting of all 3rd party platform donation data in Salesforce
- Maintain accurate donor data securely and ensure donor engagement in compliance with FIA code of ethics
- Undertake other administrative and supporter care duties as requested by the Supporter Experience Coordinator, especially during peak fundraising periods, including providing support during occasional out of business hours donor events

All ASRC People will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.
- Commit to the safety and wellbeing of all children and young people and upholds this commitment in their interactions and practice. Adhering to the Victorian Child Safety Standards.

Role Requirements

Essential Skills, Experience & Qualifications

- Experience in delivering high-level customer service (donor care) via a range of channels
- Excellent interpersonal skills with the ability to build and maintain relationships
- Proficient understanding and experience of using Salesforce, or a similar database
- Good understanding of technology including the google suite
- Demonstrated ability to manage competing demands and prioritise workflows
- Experience in office administration and process management
- A high-level attention to detail with excellent accuracy
- Ability to work with individuals from diverse cultural and linguistic backgrounds

Desirable:

- Experience in the training and management of volunteers
- Lived experience of seeking asylum
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: