

Position Description

Position:	Supporter Experience Volunteer
Supervisor:	Supporter Experience Officer
Location:	ASRC Footscray
Time Commitment & Availability:	Typical commitment is 1 shift per week, for a minimum period of 6 months, with some flexibility. Volunteering opportunities are available Monday - Friday from 10am - 4pm, or outside business hours by prior agreement.

Position Purpose

The Supporter Experience Volunteer plays a vital role in the donor experience journey. This position focuses on making outbound calls to warm audiences, current supporters who have contributed through appeals, campaigns, fundraising activities or regular giving. By offering heartfelt thanks and meaningful touchpoints, the volunteer helps create an inspiring and engaging supporter experience. These conversations strengthen donor loyalty, reinforce the impact of their contributions and build deeper connections between supporters and the ASRC's mission.

About the Program: Giving and Experience

The Giving & Experience Team leads the ASRC's fundraising, philanthropic, and grant-seeking efforts across a diverse \$25 million portfolio. This includes appeals, grants, regular giving, gifts in wills, mid-value and major donors, philanthropic trusts, community fundraising and events. Alongside revenue generation, the team is responsible for the overall ASRC supporter experience, encompassing both financial and non-financial donor engagement. The team develops and delivers strategies that strengthen supporter relationships, deepen engagement and ensure exceptional experiences that drive long-term loyalty and retention.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is Australia's largest independent organization providing aid, employment, health services and advocacy for people seeking asylum. Powered by over 500 volunteers and 200 staff, we create welcoming and inclusive environments. Our organisational values are **Welcoming, Authentic, Courageous** and **Collaborative**.

Key Responsibilities

- Support the Giving & Experience team by calling first-time givers and existing donors to welcome them and thank them for their contributions
- Assist the Community & Events team by contacting event hosts and participants to express appreciation for their involvement
- Engage with existing donors by providing updates on organisational work, offering gratitude, and serving as a friendly touchpoint
- Maintain accurate and up-to-date donor information in the Salesforce database
- Write personalised thank-you cards
- Assist with appeal mailings, including addressing and packing envelopes
- Process returned mail
- Provide ad-hoc administrative and project support as required

What We're Looking For:

Essential:

- High level of spoken English communication skills (Minimum level 4)
- Excellent interpersonal skills with the ability to build and maintain relationships
- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Reliability and willingness to commit to agreed volunteer hours

Desirable:

- Good understanding of technology including Google Suite
- Experience as a direct marketer, such as working in a call centre, door to door or on-street sales
- Knowledge of and experience working with Salesforce
- Previous experience using cloud based contact software
- Prior experience in a similar role
- Lived experience as a person seeking asylum, or from a refugee background
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

The ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period