

Position Description

Position: Donor Liaison Officer
Salary Scale: RSPCA EA Gr3
Reports To: Direct Marketing Manager
Effective Full Time: 1.0 FTE
Hours Per Week: 37.5 hours
Location: Sydney Olympic Park
Date Issued: 2008

Primary Objectives

To work within the Direct Marketing Team assisting in all aspects of donation processing, donor liaison, regular giving and other marketing areas and events when needed.

This role has regular interaction with RSPCA donors, supporters and potential donors and sponsors. It involves high volume data management, donation processing and high level customer service every day.

Major Accountabilities

Donation Processing and Database Management

- Ensure that all donations are processed and receipted in a timely manner including mail donations, telephone donations, online donations, fax donations and monthly regular givers
- General administration in relation to donor queries, contact and problem solving
- Updating database with all return to senders and any incoming change of contact detail information

Customer Service

- Professional resolution of queries from donors, supporters and potential donors in a timely and polite manner
- Undertake a range of clerical, administrative and reporting functions associated with donors, supporters, monthly givers and potential supporters

Key Tasks/Activities

- Processing cash, cheque, credit card and online donations in a timely manner
- Completing Daily reconciliations
- Liaising with the Finance department daily regarding banking and reconciliations
- Completing receipting of donations daily
- Dealing with telephone donations and donor/potential donor enquiries daily
- Writing and sending personal letters to donors/supporters in relation to any incoming queries, comments suggestions or complaints
- Daily opening and sorting of Direct Marketing Mail
- Maintaining Monthly Regular Givers information and contacting when payment details need to be updated
- Maintaining database and updating all return to sender information and any other incoming change of contact/payment information details
- Homebush to Yagoona mail run when necessary
- Assisting Direct Marketing and Memberships Officer when needed
- Assisting in other areas of Marketing Department when needed

Organisational Environment

This role exists within a small Direct Marketing team which forms part of the NSW Marketing Department. The Direct Marketing team deals with a variety of direct marketing and fundraising initiatives and deals with a high volume of donations and queries.

Key Communications

- Direct Marketing and Publications Manager
- Direct Marketing and Memberships Officer
- Marketing Department
- Finance Department

Skills and Experience

- High level customer service skills
- High level database management skills
- High level telephone manner
- Excellent problem resolution skills
- Accurate data entry and maintenance skills
- High level literacy and letter writing skills
- Excellent Microsoft Office and Computer skills
- Demonstration of having worked in a team environment
- Professional attitude
- Highly motivated and friendly
- High organisational skills and the ability to prioritise workload
- Ability to work under pressure and instruction
- Current NSW drivers license

Desirable Skills

- Previous Data entry and database management skills
- Knowledge of the Privacy Act
- Commitment to participate in OH&S initiatives in the workplace and foster safe work practices

Position Impact

As this role is primarily responsible for processing donations and dealing with donor enquiries, the successful applicant will be required to undergo a National Criminal Record History check prior to appointment.