

Position Description

| | |
|-----------------------------|---|
| Department: | Fundraising |
| Position Title: | Fundraising Administration Officer |
| Position Level: | Officer |
| Location: | SLSWA, 7 Delawney Street Balcatta, WA 6021 |
| Main Purpose of Job: | The Fundraising Administration Officer is a key position within the Donor Care team at SLSWA. The role provides essential and high standard administrative support for SLSWA's fundraising programs; liaison with donors providing a positive and respectful experience; and updating and maintenance of donor information in the database. |
| Subordinate Staff: | Nil |
| Reporting To: | Fundraising and Philanthropy Supervisor |
| FTE: | 1 |

Position Outline

The Fundraising Administration Officer is a vital part of the Donor Care team within the Corporate Services Department and reports to the Fundraising and Philanthropy Supervisor.

As the first point of contact for donors and prospective supporters, the Fundraising Administration Officer delivers consistent customer service with compassion.

This role is also instrumental in the smooth running of the administrative functions of the department, and delivering efficiencies that will improve processes for effective fundraising within the team.

Key qualities include:

- Outstanding and compassionate skills in customer service
- Detail oriented with excellent organizational skills and high attention to detail
- Eagerness to learn new skills and gain fundraising experience in a not-for-profit organization
- Possess strong written and verbal communication skills
- Have the ability to follow detailed procedures
- A commitment to a donor centric approach in all SLSWA activities

Key duties include:

- Coordinate administration functions to support fundraising initiatives
- Keep up-to date and accurate donor records, ensuring the integrity and accuracy of the database
- Coordinate correspondence to donors
- Manage relationships with donors by providing first line support to donors via phone and email
- Provide additional support of SLSWA fundraising activities as required

Administration – *Coordinate the administrative functions of the fundraising department*

- Provide administration support to ensure fundraising programs run effectively
- Process mail to the fundraising department on a daily basis
- Process donations promptly and send receipts within desired timeframe
- Manage donor database to ensure efficient functionality, including reporting, queries, information integrity, and data clean-up projects with the aim of providing current, consistent and accurate data

- Assist in development and updating of fundraising administration procedures
- Assist in donor profiles and prospect research initiatives

Donor Engagement – *Ensure donors are provided a positive experience in all interactions with Surf Life Saving WA*

- Provide first point of contact for existing and prospective donors, and respond to calls and inquiries from donors
- Handle enquiries to donors in a timely, professional and friendly manner
- Advocate and uphold ethical practices, in communications with donors, stewardship and recognition of gifts
- Collaborate with Supervisor to ensure fundraising communications are within SLSWA guidelines as required
- Assist with communications to donors to ensure retention of existing donors
- Assist with donor journey communications to engage donors as long-term supporters
- Undertake supporter phone calls
- Coordinate the administrative, communication and donor care requirements of the regular giving program calls
- Identify donors as prospects for individual contact and stewardship

Fundraising Events – *Assist with administration to ensure maximum success of fundraising events*

- Provide administrative support for fundraising events

| Selection Criteria | Essential/ Desirable |
|--|---|
| <p>Knowledge, experience and skills</p> <ul style="list-style-type: none"> • Excellent communication and relationship management skills • Advanced skills in general computing programs including Word, Excel, and CRM databases • Demonstrated ability to plan, manage priorities, meet deadlines and problem solve • Experience in developing and implementing best practice administrative processes and procedures • Proven high-level organisational and time management skills • Excellent interpersonal skills • Ability to uphold a high level of confidentiality • Ability to work unsupervised as well as in a team environment • Experience working in the not-for-profit or charity sector • Experience communicating with donors • Experience with iMIS database or similar | <p>Essential Essential Essential Essential</p> <p>Essential Essential Essential Essential Desirable Desirable Desirable</p> |