

## Supporter Care Coordinator

**As the Supporter Care Coordinator, it's my role to lead and inspire the Supporter Care team to provide exceptional customer service and donation processing for Caritas Australia's supporters and contacts.**

**I am a member of:**  
Engagement & Sustainability team

**I report to:**  
National Fundraising Manager

**My role is based in:**  
Alexandria, Sydney

**My role is classified:**  
SCHADS Level 4



[Currently Vacant]

### **I am committed to:**

- the mission of Caritas Australia in our quest to end poverty and injustice through the realisation of human dignity for all people
- the principles of Catholic Social Teaching which underpin our work, such as dignity of the human person and the common good
- our Code of Conduct which outlines the professional behaviour that is expected of me
- the safeguarding of children and vulnerable adults in line with laws, standards and Caritas Australia's policies and procedures

### **In my role, I am accountable for:**

- leading and inspiring an engaged Supporter Care team, managing performance outcomes, fostering innovation, proactivity and collaboration among team members
- providing training and coaching to Supporter Services team members
- working with the Supporter Finance Coordinator, contribute to the development and implementation of team strategies and operational plans that will deepen donor engagement and improve business processes
- developing and implementing procedures to support service standards, continuous improvement and quality assurance systems
- providing technical support and advice to Supporter Care and Engagement and Sustainability team members
- providing an outstanding supporter care experience for Caritas Australia's supporters according to service standards and through various communication channels
- ensuring Supporter Services data entry and donation processing is accurate and meets quality standards
- end to end processing of donations including specialised donor groups and resolving all follow ups, ensuring accuracy, adherence to process, compliance and quality standards
- receipting and acknowledgment of all gifts and donations made to Caritas Australia
- providing reports and dashboards to management and other areas of Engagement and Sustainability regarding Supporter Service performance and service levels

## **As someone who leads a team, I am also responsible for:**

- safeguarding: ensuring that my team members understand their responsibilities in line with our organisational obligations, and that we implement our policy commitments
- risk management: reporting and managing financial, reputational and other risks
- culture: contributing to positive morale and a collaborative, transparent and accountable culture
- compliance: ensuring our procedures and processes reflect best practice and are compliant with DFAT accreditation standards, ACFID Code of Conduct, CI Management Standards and other regulations

## **For this role I need these skills and experience:**

- Demonstrated experience in a supporter care function, with a strong working knowledge of Salesforce
- Proven success engaging and managing relationships with a wide and diverse set of stakeholders
- Excellent communication skills and ability to grow and motivate a frontline customer service team
- Ability to execute a Supporter Services strategy and develop systems and processes
- Solution and results orientated with high attention to detail and drive for quality
- Advanced numeric, analytical and reporting skills and conceptual thinking

## **In my role, I will interact primarily with:**

- National Fundraising Manager – to keep informed on work in progress, receive guidance and to escalate issues as required
- Supporter Finance Coordinator and Supporter Services team – to collaborate and work through daily tasks and team requirements
- Fundraising Team – to collaborate to provide administration and logistical support when needed
- Community Engagement Team – to collaborate to resolve feedback and complaints made to members of the community engagement team
- Caritas Supporters and Donors – to receipt and resolve general enquiries, feedback and complaints and assist with processing of donations and gifts
- Corporate Services Team – to collaborate to ensure accurate and compliant supporter finance processes
- External auditors - to ensure caritas complies with relevant regulation and legislation

## **For this role I am required to have:**

1. Working with Children Check (if applicable)
2. Police check
3. Counter terrorism clearance