

## Annexure 1 – Position Profile

<b>Designation:</b>	<b>Supporter Relations Officer</b>
<b>Reporting to:</b>	<b>Philanthropy Operations Manager</b>
<b>Based:</b>	<b>Subiaco, Perth</b>

### Organisational context:

AWC is a pragmatic global conservation leader, restoring landscapes and providing hope for Australian wildlife. Guided by science, AWC delivers measurable conservation impacts at scale to secure the future of our most endangered species.

At AWC we are inspired by the unparalleled richness of Australia's wildlife and we are united by our determination to protect its unique animals and landscapes. It is our mission to effectively conserve all Australian wildlife and habitats and our vision is for a world where Australia's biodiversity is valued and effectively conserved by an engaged community.

The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other as a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders.

### AWC values:

AWC's work is guided by the following values. At AWC, we are:

- Accountable – taking ownership of our actions and outcomes
- Informed – working together to acquire and apply evidence, knowledge and experience
- Respectful – demonstrating care, recognition and integrity
- Dedicated – committed to delivering effective outcomes, with resilience and tenacity
- Innovative – applying creative thinking for effective solutions
- Sustainable – delivering long-term financial and ecological viability.

OneAWC 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other.

The Supporter Relations Officer reports directly to the Philanthropy Operations Manager, and will liaise closely with and assist other staff on the Development team, in particular:

- *Senior Supporter Relations Officer* who will train the Supporter Relations Officer in the operation of their duties.
- *Database and Systems Officer.*
- *The Fundraising Programs Team.*
- *A team of Philanthropy Managers, including the Chief Philanthropy Officer.*

**Critical competencies:**

1. Demonstrated experience working with a CRM database in a fundraising or sales/marketing environment including capturing, processing and recording of constituent information. Experience with Blackbaud Raiser's Edge is highly valued.
2. Understanding, (or an ability to rapidly acquire an understanding), of basic fundraising principles and practices and the role data plays in driving strategy, campaigns and programs.
3. Exceptional attention to detail.
4. Excellent communication and interpersonal skills including the ability to:
  - a. Professionally answer telephone inquiries from AWC supporters and staff.
  - b. Establish and maintain relationships with a diverse range of stakeholders.
5. A strong work ethic and a demonstrated 'can do' attitude. A team player who is willing to jump in and help fellow team members whenever the need arises.
6. Excellent organisational skills including a demonstrated ability to prioritise and execute many tasks in an efficient manner.
7. Ability to act effectively as part of a team or independently as required.

**Licenses & qualifications:**

- Police clearance certificate.

**Core Responsibilities:**

1.	<b>Process donations and other income provided by AWC supporters and customers.</b> <ul style="list-style-type: none"><li>• Process donations received from multiple channels (including, telephone, EFT, internet, workplace giving) in the fundraising CRM.</li><li>• Process income from additional revenue streams such as retail sales, government grants and corporate sponsorships.</li><li>• Prepare tax receipts to be sent via email and post.</li><li>• Identify and implement efficiencies and ongoing process improvement.</li></ul>
2.	<b>Provide exceptional customer service to AWC supporters</b> <ul style="list-style-type: none"><li>• Respond to incoming supporter queries across mail, email and telephone.</li><li>• Deliver friendly and professional customer support to engage supporters in AWC's work and build loyal relationships.</li><li>• Handle supporter complaints through to resolution.</li></ul>
3.	<b>Maintain supporter records on the fundraising CRM</b> <ul style="list-style-type: none"><li>• Add new records and update existing records as required, maintaining an exceptional degree of accuracy and consistency.</li><li>• Ensure strong attention to detail and a high level of accuracy in all data entry.</li><li>• Ensure records of written and verbal communications and relevant documents are managed and securely stored in the fundraising CRM and/or AWC Sharepoint.</li><li>• Undertake other transactional and data entry/data administration tasks as required.</li></ul>
4.	<b>Safety</b>

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| <ul style="list-style-type: none"><li>• Maintain a safe working environment by working safely with others including the identification and elimination of hazards in the workplace.</li></ul>   |
| 5. <b>Other tasks</b>   |
| <ul style="list-style-type: none"><li>• Champion AWC's values.</li><li>• Comply with all AWC policies and procedures.</li><li>• Undertake other tasks as requested by the Philanthropy Operations Manager or executive managers, as required.</li></ul> |