



OzHarvest | Job Description

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| Your Position Title: | Impact Database Coordinator |
| You'll Report to: | Development Lead |
| Classification : | Permanent full time |
| Headcount or Hrs/wk : | 38 hours per week |
| Date : | March 2021 |

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| Your Key Relationships |
| The Impact Database Coordinator is part of the collaborative OzHarvest team, which includes the Impact Team, MTeam, State Managers, drivers, chefs, office staff and volunteers. You'll also work with external stakeholders including Food Donors, Donors, Partners, Guests and Clients. |

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| What we're about |
| <p>Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:</p> <p>Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.</p> <p>Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.</p> <p>Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.</p> <p>With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.</p> |

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| About the role |
| The purpose of this role is to provide database, research and donor relations support to the Impact team with specific support given to the Development Team. The Impact Database Coordinator assists the Impact team with prospect research and supports in the build and management of the internal Salesforce platform. |

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| Your Key Responsibilities |
| <p><i>Role modelling the OzHarvest Values :</i></p> <ul style="list-style-type: none"> • Demonstrate each value in every one of your actions and decisions • Be a productive, supportive and kind member of the OzHarvest family <p><i>Impact and Development Services :</i></p> <ul style="list-style-type: none"> • Support the wider Impact Team to ensure the data is clean and clear for all those engaging with it within Salesforce • Ensure the data captured is easily translated into Salesforce Marketing Cloud • Proactively identify areas of improvement in collecting, storing and interpreting the data • In conjunction with Development team, develop donor stewardship and acknowledgement protocols • Drive the implementation of donor stewardship and acknowledgement protocols via Salesforce • Ensure accurate and timely gift governance and accounting • Assist with national staff training for Salesforce to help support the goals of the Impact Team • Reporting – working with Finance to record, identify and monitor fundraising income and trends |



- Assist with market & prospect research as required
- Assist with donor event planning and management as required
- Develop business services' pipeline dashboard

Personal Specifications

Qualifications

- Bachelor's degree qualified
- Skilled and experienced user of Salesforce + Salesforce Marketing Cloud (both strategy and development) ideally in a fundraising capacity
- Proficient in Microsoft Office

Skills, Knowledge & Experience

- Understanding of databases in a fundraising context – data mining, reporting and also using database for contact management
- Exceptional data entry and management skills
- Exceptional attention to detail with proven experience of testing data and releasing with full confidence
- Demonstrate excellent donor/customer service skills and experience, with both internal and external stakeholders.
- Ability to implement and build strategy within Salesforce and Salesforce Marketing Cloud
- Strong organisational and time-management skills – able to manage competing priorities, meet deadlines and manage multiple and diverse projects.

Personal Abilities and Aptitudes

- Self-starter
- Detail and goal oriented, enthusiastic, and able to exercise independent judgment in completing tasks, prioritizing, and meeting deadlines.
- Demonstrated organizational skills; able to manage multiple projects and move quickly from one to another while maintaining thorough records.
- Ability to be flexible and balance competing priorities.
- Professional and discrete, able to manage confidential information sensitively.

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employee Name: _____

Signature: _____ **Date:** _____