



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position Title:	Customer Experience and Fundraising Co-Ordinator
Your Department:	Impact Team
You'll Report to:	Development Lead
Classification :	Permanent full-time (flexible working and part time considered)
Headcount or Hrs/wk :	38 hours per week (negotiable)
Date :	January 2024
Location:	Brisbane located preferred however all locations welcome to apply and WFH flexible options encouraged

Your Key Relationships

Internal: Head of Impact, Impact Team, Marketing team, Finance team, Technology and data team, OzHarvest State Managers, OzHarvest Program Managers

External: Customers and Supporters, external suppliers and key stakeholders, Financial and Food Donors, Strategic Partners, Food Recipients, Service Providers, and Contractors

What we're about

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:

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.

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.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

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.

About the role

Reporting to the Development Lead, working with the wider development team, this role is responsible for providing warm, friendly, and informed interactions with all supporters and members of the public via email, mail, phone and online. The development team is a fully remote team that is spread out across QLD, NSW, VIC and has access to work from head offices through all major states in Australia. This role would best be suited to someone who thrives in remote working through slack and Microsoft teams but also enjoys occasional head offices in person visits.



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This role is responsible for accurate and effective use of the supporter relationship database (Salesforce & funraisin) and delivers a high standard of efficient and reliable customer service, administrative & financial support and data integrity, supporting online and offline fundraising income streams.

The Customer experience and fundraising coordinator communicates with passion, inspiring supporters and the public about our work and is the first point of contact for all our donors.

Your Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life :

- Demonstrate each value in every one of your actions and decisions.
- Contribute to the successes of your team by supporting your team mates to be the best they can be!
- Always communicate honestly and openly

Responsibility Area 1 : Customer Experience & Supporter Services

- Manage our customer email inbox and ensure consistent and timely responses to all supporter enquiries. Action all items as necessary including but not limited to; program information requests, updating donor information, creating, and sending receipts, thanking supporters and answering enquiries
- Support in development & execution of the supporter relations retention, thankyou and recognition strategy & targeted engagement, acquisition programs
- Follow up and resolve where possible, declined donations including regular gifts
- Provide assistance in managing relations with specialised groups of Donors and Supporters including but not limited to Major Donors, Bequests, Grants and trusts & foundations
- Identify areas of opportunity and improvement to create an unrivalled supporter experience
- Manage, sustain and nurture existing and new supporter relationships through exceptional customer service
- Develop and maintain excellent supporter relations by giving a high level of customer service, utilising developed listening skills, attention to detail and empathy
- Inspire supporters to retain or upgrade their financial support
- Support the impact team with social media community management as necessary
- Maintain and update FAQ and process documents; internal and external
- Training, scheduling, and managing volunteers as necessary
- Develop inspiring and motivational materials aimed at retaining and recognising supporters including emails and fundraising scripts

Responsibility Area 2 : Fundraising & database administration

- Work closely and collaboratively with development lead, IT and data manager to maintain database hygiene and consistency
- Process and manage financial transactions accurately and effectively, ensuring timely data entry, processing and receipting



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- Import, process and allocate data as required across all revenue streams including but not limited to regular giving, appeals and Grants programs
- Support the development and implementation of systems and processes to create streamline back & front end supporter experience across all income generating programs
- Support processes and procedures to accurately maintain records and relationships with all OzHarvest supporters
- Working with our database manager, support with regular reports & dashboards for the development team and other key staff as required

Your Key Performance Indicators

- KPIS will be based on customer satisfaction and accuracy of data & admin management

Personal Specifications

Skills, Knowledge & Experience

Essential

- Experience using customer relationship databases and demonstrated high-level accuracy in data entry and data verification.
- Demonstrated experience in supporter/customer experience with confidence in handling objections
- Demonstrated high level interpersonal and communications skills, and experience working with a broad cross section of people
- Demonstrated ability to upgrade or secure donations/sales from a broad range of customers or supporters
- Demonstrated experience and working knowledge of quality supporter/ customer service
- Demonstrated high level skills in wide range of software; e.g. Word and Excel
- Strong work ethic, flexible, adaptable and willing to learn

Desirable

- Previous experience in similar role in a not-for-profit highly desirable but not essential
- Working experience with Salesforce and/or Marketing Cloud or fundraising platforms like fundraisin

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm towards the purpose of OzHarvest
- Strong organisational & prioritization skills
- Energetic, positive and proactive
- Strong communications skills and the ability to build relationships with both internal and external stakeholders
- Strong writing and phone ability with creative flare



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- Ability to work autonomously and as part of a team
- Excellent attention to detail and a strong customer centric approach

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.

Employees Name: _____

Signature: _____ Date: _____