



Position Description

Operations Coordinator (Supporter Care & Fundraising)

The *Operations Coordinator - Supporter Care & Fundraising* helps raise money for, and build commitment to our important work to protect the marine environment, by ensuring the effective and efficient administration of the organisation's supporter and fundraising programs, as well as smooth operation of the organisation.

The position will help engender positive relationships with Australian Marine Conservation Society (AMCS) financial and non-financial supporters. It will support the recruitment and engagement of AMCS donors by ensuring the administration of records, processing of donations, and communication with supporters is delivered efficiently, effectively and in a way that inspires ongoing financial support for our vital marine conservation work.

This is an exciting opportunity to join a great team and work for a great cause. If you enjoy working in a fast-paced environment, are efficient and highly organised, and looking for a rewarding role we encourage you to apply.

Job Title:	Operations Coordinator - Supporter Care & Fundraising
Location:	Brisbane
Salary:	\$60-63K plus 10% superannuation
Hours:	Full time (38 hours/week), occasional out of hours work required.
Contract period:	12 months

Key functions:

- Provide responsive customer service and administration for AMCS supporters, donors and corporate partners, including data entry and donation processing.
- Provide support and administration for AMCS fundraising initiatives, including appeals, regular giving, major gifts, bequests, corporate partnerships and workplace giving programs, including preparing welcome packs and coordinating mail outs and emails for specific fundraising channels.
- Provide office management and administrative support for AMCS.
- Assist with governance and charity reporting, including sourcing information for statutory reporting.
- Coordinate the administrative component of the AMCS volunteer program.

Primary Tasks and Responsibilities:

Supporter Relations and Engagement

- Develop and maintain excellent supporter relations by providing a high level of customer service across all contact points with AMCS supporters/potential supporters.
- Support AMCS fundraising programs including processing regular giving and donation payments,

welcoming new supporters/members, coordinate the follow up lapsed and rejected monthly donations, as well as issuing renewal notices and tax receipts.

- Redesign and optimise fundraising fulfilment processes to reduce attrition and increase supporter satisfaction and retention.
- Manage supporters' requests, fulfilment tasks and feedback promptly and efficiently, whilst making sure the supporter is kept informed and happy.
- Support monitoring, optimisation and reporting on the performance of supporter programs.

Administration and Data Processing

- Process supporters' financial and non-financial information accurately and efficiently, using the AMCS Salesforce database, including returns and donation data from direct mail and telemarketing campaigns.
- Assist with the day to day administration of the office (including daily banking and mail) and provide administrative support to the wider AMCS team.
- Be a key point of contact for public enquiries, including answering telephone and redirecting when necessary, and assisting to manage the general mailbox.
- Manage the Supporter Care mail box.
- Oversee accounts receivable, including processing donations, generating invoices, and other financial transactions and receipting.
- Support the administration of the AMCS volunteer program, including preparing procedures to help staff load volunteer information and forms on to the database, and reporting on volunteer information held in the database.
- Represent the Operations Team on the AMCS Website/Database Steering Committee.

Governance and Compliance

- Assist with organisational governance and compliance tasks, including overseeing the relevant State and Territory Authorities to Fundraise and supporting the Operations Manager/CEO fulfil charity reporting requirements.
- Proactively assist in improving data integrity to support the efficient delivery of fundraising programs, acting in accordance with data security requirements.

Essential selection criteria

- At least two years' experience in a fundraising administration, fulfilment or customer service role.
- Excellent MS Office (Word, Excel) and database management skills. Experience using Salesforce or Salesforce Non-Profit Success Pack will be highly regarded.
- Ability to work positively and effectively with a multi-disciplinary team.
- Demonstrated ability to prioritise tasks, forward plan, meet deadlines and manage time effectively.
- Financial management and reporting skills, including accounts receivable.
- Ability to quickly acquire knowledge of AMCS campaigns and programs and share that information confidently with members of the public.

Desirable Selection Criteria:

- Experience in a similar role in a community advocacy organisation, charity or NGO.
- Commitment to protecting Australia's oceans.
- Relevant qualifications or training.
- WHS experience, including First Aid training.
- Demonstrated ability to engage and manage volunteers.

Accountability

- The position reports directly to the AMCS Operations Manager and works closely with the Fundraising Manager and members of the Operations, Fundraising and Communications teams.

About AMCS

The Australian Marine Conservation Society is the voice for Australia's oceans. We are an independent not-for profit charity, working on the big issues concerning the sea. We protect marine wildlife, make our fisheries sustainable and create marine sanctuaries, places in the sea where our wildlife is safe from harm. We do this by creating social, legislative and policy change. Our committed group of professional and passionate scientists, educators and advocates has defended Australia's oceans for over 50 years.

Our Values

Integrity. We are trusted, credible, independent and ethical in our actions.

Courage. We are brave, respectful and honest advocates for marine life.

Passion. We demonstrate commitment to and care for our oceans in all we do.

Solidarity. We work together, embracing equity, diversity and inclusivity.

Effectiveness. We are driven, professional, agile and resilient, working to deliver the best outcomes for Australia's people and wildlife.

Application details

Applications close 5pm Tuesday 5th February 2019, AEST, however, applicants are encouraged to apply as soon as possible.

To apply please forward your current CV and a cover letter briefly addressing the essential selection criteria to recruitment@amcs.org.au.

AMCS is an equal opportunities employer. Indigenous Australians are encouraged to apply.

For more information about the position contact Kellie Ireland, AMCS Operations Manager via email kellieireland@amcs.org.au or at AMCS HQ on 07 3846 6777.