

POSITION DESCRIPTION

Donate Your Car Coordinator



Position:	Program Coordinator, Donate Your Car®
Department:	Marketing & Fundraising
Time Fraction:	Full Time
Reports To:	National Marketing & Fundraising Manager
Responsible for staff:	Nil
Position Tenure:	Permanent
Date of Review:	February 2019

Role Summary

This role is a blend of customer service and administration. It acts as the first point of contact for members of the public and requires a high standard of customer care to the Kids Under Cover donors by responding to written, email, web and telephone enquiries swiftly and efficiently.

This role is specifically responsible for administration of the Donate Your Car® (DYC) program, Kids Under Cover's national fundraising initiative. This requires end-to-end management of car donation enquiries and bookings via email or telephone calls, processing donation forms, accurate data entry into CRM, correspondence with auction partners and transport providers, and ensuring towing budgets are adhered to.

Requires practical experience in a phone-based role, data entry, database administration or accounts processing (preferably gained in a non-profit fundraising environment). Computer literacy, in Excel and CRM databases (preferably Salesforce), high attention to detail, ability to multi task, and a drive for high service quality is essential.

Key Responsibility Areas (KRAs)

Donate Your Car® Program Coordination (70%)

- Management of the Donate Your Car® inbox and inbound/outbound calls, including both donations and enquiries. This also entails the delegation of non DYC enquiries to the appropriate team members within marketing and fundraising.
- Processing of new donations, ensuring accuracy of content and data integrity.
- Correspondence with auction partners Manheim in relation to bookings, quotes and collection issues.
- Assisting the finance team with payment processing and receipting for all Donate Your Car® donations.
- Using the CRM, manage daily action lists so donors are contacted within agreed timeframes.
- Maintain a working knowledge of all fundraising functions to provide support as needed.

CRM Database Management (20%)

- Ensure that data capture around donation processing and supporters is completed in a timely, accurate and efficient manner.
- Maintain individual donor data into the CRM database according to agreed business rules, and keep records up to date.
- Work closely with the Marketing & Fundraising team members to ensure data on the supporter database is accurate and up to date.
- Input accurately new supporter data and amend existing records as notified.
- Apply and add specific codes to track each source of supporters and fundraising income.

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- Participate in database quality control and clean-up.
 - Provide regular, accurate and timely reporting as required by the organisation

Compliance and Policy Management (10%)

- Ensure Operating Policy manuals are up-to-date and accurate.
- Comply with all policies and delegations applicable to the activities and decisions required in this role.
- Work in line with the required supporter experience and brand at all times.
- Ensure that supporter data is processed and secured so that it is compliant with the Privacy and security legislation and requirements e.g. PCI DSS, National Privacy Principles, SPAM etc.

Experience

- At least 2 years' experience in a customer service and/or an administration position, preferably phone based.
- Experience in the not-for-profit sector and fundraising is an advantage.
- Excellent verbal and written communication skills.
- Ability to multi-task, prioritise and meet deadlines with excellent attention to detail.
- Knowledge and experience with all aspects of database and customer relationship management.
- Comprehensive level of computer literacy with high level of proficiency in the use of Microsoft Office.
- Strong CRM skills with understanding of database, transactional and communication practices
- Experience with account management and receipting is desirable.
- Demonstrated experience with mail merging and traditional communications.
- Demonstrated initiative working autonomously and as part of a team in a fast pace environment.
- A passion for making a difference in the lives of young people who are at risk of becoming homeless.
- Demonstrated flexibility in relation to changes to program and fundraising approaches.

Skills & Knowledge

- **Communicate with influence** - Communicate clearly, actively listen to others and respond with respect.
- **Drive results** - Achieve results through efficient use of resources and a commitment to quality outcomes.
- **Plan and prioritise** - Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- **Service orientation** - Passionate about delivery and service, both internal and external.
- **Evaluate and Improve** - Evaluates processes or programs to drive continuous improvement.

Child Safety Standards - Commitment

We are committed to the safety, participation and empowerment of all children. As part of your role, you may be working with children and people who are vulnerable. It is your obligation to always ensure their safety and report any concerns that you have, in line with our Child Safe Policy and Child Safe Code of Conduct.