



# POSITION DESCRIPTION

## Fundraising Coordinator

<b>Position:</b>	Fundraising Coordinator
<b>Department:</b>	Fundraising
<b>Time Fraction:</b>	Full Time
<b>Reports To:</b>	Head of Fundraising
<b>Direct Reports:</b>	Nil
<b>Position Tenure:</b>	Permanent
<b>Date of Review:</b>	September 2021

### Role Summary

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The Fundraising Coordinator position reports directly to the Head of Fundraising and works closely with all members of the fundraising team. The purpose of this position is to support income generating activities such as cash appeals and donor acquisition, community fundraising, philanthropic partnerships and Donate Your Car (DYC®).

The Fundraising Coordinator provides support to the team through administration, donation processing, managing supporter interactions, events organising and data updates. They also ensure accurate records are kept by helping to reconcile transactions between our finance systems and supporter database (Salesforce).

### Key Responsibility Areas (KRAs)

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#### Database Administration (40%)

- Process donations and send receipts (received via phone and mail, particularly busy during appeal campaigns) ensuring a high level of data integrity and accuracy of content.
- Support finance reconciliations to ensure consistency between supporter database and finance systems.
- Undertake regular quality assurance for all donor records, monitor any changes and update as required.
- Importing and exporting of third-party data files.
- Report running to support analysis of fundraising activities.
- Escalating Salesforce issues to appropriate internal and/or external supports.

#### Fundraising Coordination (40%)

- Undertake general donor care activities, including but not limited to responding to online and phone enquiries and sending missing receipts.
- Prepare and send certificates of appreciation to community fundraisers.
- Collate and send welcome packs for regular givers.

- Assist with community presentations (both virtual and face to face).
- Coordinate volunteers for events such as Christmas gift wrapping.
- Provide administrative support for appeals, particularly activity such as supporter connection survey and the Big Build 4 Kids giving day.
- Create materials and coordinate acknowledgement program for donors and philanthropic partners.
- Assist with the administration of the bequest program including distribution of marketing materials and follow-up phone calls to bequest prospective.
- Assist with annual mailouts to identify and source new funding opportunities for the philanthropic program.
- Managing acquittals and applications calendar for Philanthropy.
- Work with marketing team to develop timelines and content for communications.
- Assist with other ad-hoc fundraising activities, as required.

#### **Donate Your Car® Program Coordination (20%)**

- Assist with the management of the Donate Your Car® (DYC) 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.
- Process DYC donations, ensuring a high level of data integrity and accuracy of content.
- Manage daily action lists to ensure donors are contacted within agreed timeframes.
- Coordinate collection and towing logistics with our auction partner. Ensure accurate and timely record keeping in relation to bookings, quotes, and collection issues.
- Act as the main contact for the DYC program in the DYC Program Coordinators absence.

#### **Experience**

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- Previous experience in a customer service and/or administration position.
- Experience in the not-for-profit sector and fundraising advantage.
- Strong CRM skills with understanding of database, transactional and communication practices.
- Excellent written and verbal communication skills.
- Ability to multi-task, prioritise and meet deadlines with excellent attention to detail.
- Demonstrated initiative working autonomously and as part of a team in a fast pace environment.

#### **Skills & Knowledge**

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**Negotiates Persuasively** – Gain consensus and commitment from others and resolve issues and conflicts.

**Accountability** – Achieve results through efficient use of resources and a commitment to quality outcomes.

**Service Orientation** – Delivery and quality of service, both internal and external.

**Plan and Prioritise** – Plan to achieve priority outcomes and respond flexibly to changing circumstances.

**Evaluate and Improve** – Evaluates processes or programs to drive continuous improvement.

**Behavioural Competencies**

- Work together
- Respect others
- Don't judge
- Be understanding
- Find a way
- Be positive
- Be ethical
- Lead by example
- Show dedication
- Advocate for the cause

**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 you may have, in line with our Child Safe Policy and Child Safe Code of Conduct.

You will be required to provide a Working with Children check prior to commencement and maintain this check for the duration of your employment with Kids Under Cover.

**Authorisation**

I have read, understood and accepted this position description as the basis of this role.

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Employee Signature

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Manager Signature

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Employee Name

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Manager Name

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Date

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Date

*Kids Under Cover reserves the right to review and amend this document at its discretion.*