



Job Description

Name	Vacant
Job Title	Data Entry – Donations and Database
Division	Donations and Database (D&D), the Supporter Services Division of Marketing and Fundraising
Position type	Full Time based in Sydney office
Reporting & working relationships	This position reports directly to the Senior Coordinator – Donations and Database
Date	February 2010

Role summary & time allocation	% time
<p>Working as part of the Donations and Database team, this position is responsible for the processing of gifts from various sources eg: cash, online, fundraising events, See The World and providing excellent levels of supporter servicing. Major responsibilities include:</p> <ul style="list-style-type: none"> ○ Donations coding, processing and receipting and bank reconciliation ○ Supporter services ○ Database maintenance and development ○ Compliance and reporting ○ Other duties 	<p>65%</p> <p>15%</p> <p>13%</p> <p>5%</p> <p>2%</p>

Responsibilities and related tasks	Performance objectives
<p>Donations processing</p> <ol style="list-style-type: none"> 1. Code and housekeep donations 2. Process donations including new and ongoing single gift donations; See the World (STW), Merchandise, Amex, Diners, Tributes and Bequests 3. Reconcile and prepare banking 4. Receipt donations 5. On alternate days, reconcile bank statement, process direct credits and online donations and prepare documentation for Finance Department 6. Ensure the Major Donor Account Management processes are adhered to 7. Update constituent's details 8. Provide any additional information requested by supporter and reply to supporters' letters 9. Where necessary assist with the opening of donation mail and sort same according to pre-determined business rules 10. Provide strategic feedback from supporters 11. Provide back up for other D&D team members 	<ul style="list-style-type: none"> • Have a working knowledge of appeal and campaign codes and Major Donor protocols • Donation batches are processed accurately and in a timely manner, in accordance with predetermined business rules • Supporter database records are current and meet database protocol requirements • Receipts are produced promptly & referred to Relationship Manager/D&D personnel with copy of supporter correspondence or sorted for mailing. All D&D items for the day/s are reconciled and processed on bank statement/s. Files and documentation are prepared for the Finance Division • Comments and requests made by

Responsibilities and related tasks	Performance objectives
	<p>supporters are identified and actioned on donation correspondence in a timely, effective & polite manner</p> <ul style="list-style-type: none"> • All donations tasks are completed accurately, promptly and in accordance with database and servicing protocols
<p>Supporter Services</p> <ol style="list-style-type: none"> 1. Provide backup support to enquiries via the 1800 Supporter Service telephone number 2. Action requests from donors 3. Provide constructive feedback and suggestions for improving donor support 	<ul style="list-style-type: none"> • Full coverage of 1800# during business hours is provided as required • Action requests in a timely, effective and polite manner
<p>Database maintenance and development</p> <p>Assist with the overall efficiency and effectiveness of Raisers Edge's (RE) functionality, including assisting with the integrity of the database</p> <ol style="list-style-type: none"> 1. Troubleshoot day to day issues on RE 2. Identify areas of improvement and implement, in consultation with D&D Team 3. Produce reports/mailings/segmentations as required 4. Provide advice and support for D&D and other staff 5. Assist with development in line with D&D annual strategy 6. Maintain relevant components of the RE Procedure Manual 	<ul style="list-style-type: none"> • Working knowledge of RE is achieved and maintained eg. via "Users Edge", RE Knowledgebase <ol style="list-style-type: none"> 1. Query the database 2. Reconcile direct debits 3. Set up mail merge letters 4. Basic mail segmentation 5. Import records • Database housekeeping is undertaken to the required standard
<p>Compliance and Reporting</p> <ol style="list-style-type: none"> 1. Understand and comply with The Foundation's Policy and Procedures manual, ACFID's Code of Conduct, state fundraising legislation, and national privacy and copyright laws 2. Participate or provide input into relevant meetings, eg D&D and working group meetings, Board reports etc. 3. Provide regular reports to the Senior Coordinator Donations and Database 	<ul style="list-style-type: none"> • Full compliance with relevant legal requirements and organisational expectations • Participates in relevant meetings and working groups, eg D&D meetings, RE Users Groups • Provides input into relevant organisational reporting activities eg Board reports, budgets, etc. • Provides input into relevant Foundation guidelines • Provide advice to relevant stakeholders
<p>Other Duties</p> <ol style="list-style-type: none"> 1. Provide back up support for members of the Donations & Database team, when team members are on leave 2. Undertake training as requested 3. Other duties as may arise 	<ul style="list-style-type: none"> • As required, to assist D&D team • Relevant skills and knowledge acquired to meet the requirements of the position • Performance measures to be agreed when other duties arise