

POSITION DESCRIPTION

Australia for UNHCR (A4U) is the UN Refugee Agency's national partner in Australia, raising awareness and funds to support UNHCR's global emergency response to humanitarian crises.

Established in 2000 A4U has raised over \$480m from individual donors, philanthropists and corporates, leading to direct impact on the ground delivering emergency support such as shelter, protection, clean water, food and medicines. Australia for UNHCR also directly funds international projects that support longer-term care such as building schools, running livelihood programs and providing healthcare.

Title	Donor Care Assistant	Function	Donor Care
Location	Level 8, 120 Sussex Street, Sydney	Employment Type	Full-time
Reporting to	Database Specialist	Career Level	Representative (Level 1)
Last Updated	24 th January 2025		
Position Statement	The Donor Care Assistant works within the Donor Care team, supporting the organisation's fundraising goals by providing a high quality, timely and positive donor experience and processing all incoming data into the CRM. The key outcome of this role is stronger relationships between supporters and Australia for UNHCR/New Zealand for UNHCR, reflected in their retention and increased commitment.		

Key Accountabilities

Core

- Meet all Donor Care and role-specific Key Performance Indicators (KPIs) regarding data processing and internally set targets.
- Stay informed about UNHCR activities and projects to address donor inquiries accurately.
- Support training for new staff as required.
- Manage the NZ4U email account.
- Provide support for the broader team when necessary.

Donor Care

- Respond to donor inquiries via phone, mail, email, and webchat, ensuring professional and effective resolution of requests and complaints.
- Handle complaints as the first point of contact; resolve or escalate when necessary, and maintain the compliments and complaints register.
- Manage and escalate refund requests for resolution.
- Implement "Donor Save" strategies for recurring donation cancellation requests.
- Update donor records and log all communications and actions in the CRM database.

Data Processing

- Process all donations, including recurring donations, telemarketing imports, and online donations.
- Enter new recurring donations from Face-to-Face (F2F) campaigns and prepare/upload acquisition lists into the CRM database.
- Perform ad hoc data imports and ensure data accuracy in the CRM system.

Data Administration

- Develop, maintain and update database procedures as required.
- General database administration and data integrity tasks.

Direct Reports	
NIL	
Selection Criteria	
<p>Essential Qualifications & Experience</p> <ul style="list-style-type: none"> • Proven and high-level customer service skills, including knowledge of best practices in donor or customer care and maintaining a donor/customer-centric approach to enhance satisfaction. • Experience with multi-channel donor or customer service communication strategies and managing a high volume of inbound calls. • Ability to show initiative and effectively respond to a range of requests and complaints from donors. • Strong written and verbal communication skills. • Fast, accurate, and efficient data-entry skills. • Advanced computer proficiency, including Microsoft Office products (Word, Outlook, Excel, etc.). • Experience working with and managing large data sets, including proficiency in relational databases such as Raiser's Edge or similar platforms. • Awareness of data security principles and compliance with the Privacy Act. • Strong organisational skills, with the ability to prioritise tasks to meet competing deadlines. • Demonstrated ability to build relationships and collaborate effectively within an organisation. <p>Desirable Qualifications & Experience</p> <ul style="list-style-type: none"> • Well-developed analytical and problem-solving skills demonstrating a careful and methodical approach to detailed technical work. • Previous employment in sector. • Knowledge of donor attrition and retention trends and methods to ensure donor retention. 	
Personal Skills & Attributes	
<ul style="list-style-type: none"> • Ability to multitask in a high-volume customer service environment. • Highly motivated, with an ability to complete tasks and strong attention to detail. • Strong planning and organisational skills. • Ability to engage a wide range of key stakeholders. • Results-oriented. • Ability to multitask. • Ability to work under pressure. • Adaptability, flexibility and problem-solving skills. • Team player – open, friendly and approachable. 	
Our Values	
<ul style="list-style-type: none"> • Ambitious • Inclusive 	<ul style="list-style-type: none"> • Collaborative • Accountable
Additional Information	
<p>All staff are required to:</p> <ul style="list-style-type: none"> • Sign the A4U Code of Conduct and the Safeguarding Code of Conduct. • Demonstrate an active and dedicated commitment to A4U's mission, vision and core values. • Work outside of normal business hours during an emergency situation. 	
Approved by:	Head of Donor Care and IT