

Position Title: Fundraising Assistant
Position Number: C009
Section: Marketing and Fundraising
Award: Clerks—Private Sector Award 2010
Award Level/Salary Range: Level 1, Part-time 18 hours per week

Approval

Signature of CEO: *Signed document on file*

Approval Date: 19 September 2017

Date of Effect: 19 September 2017

POSITION OBJECTIVES

- Process incoming donations with accuracy and efficiency.
- To improve and build upon the organisation's database and maintain relevant data.
- To minimise donor attrition rate by increasing communications to maintain donor loyalty.

DUTIES AND RESPONSIBILITIES

- Assist with the processing of incoming payments in the database:
 - Appeals - Cash, Cheque & Credit Card
 - Other fundraising money (MPW, CCD, Memberships etc.)
- Assist with exporting and cleaning of data from various event platforms and internal databases such as Everyday Hero, Rego Online, Insight, shelterbuddy etc.
- Assist with uploading, importing, eliminating duplications and cleaning data in the ThankQ CRM, Mailchimp, and from other various external sources such as RSPCA Australia, eWay, Insight Raffle, Vet clinic etc.
- Updating and maintaining relevant donor details in ThankQ CRM and Mailchimp.
- Receive and direct incoming donation and donor enquiry calls.
- Opening all Fundraising Mail.
- Preparing and sending donation receipts.
- Under direction of N014 Marketing Manager (the "MM") prepare RSPCA ACT fundraising monies for banking.
- Assist with accepting eDonation, eEvent and eContacts payments/data into ThankQ.
- Monitoring and actioning Donation, Receipt and Supporter Inbox.
- Prepare fundraising numbers for Weekly Revenue Report.
- Assist with other tasks as required by the MM.

Other

In the absence of the C011 Administration/Marketing Assistant (the "AMA")

- Monitoring and distributing emails that are received by the main RSPCA ACT email address.
- Daily collection, opening and distribution of incoming mail and posting outgoing mail.
- Receiving and directing incoming calls to the support services and marketing sections and handle general enquiries.

- Assisting with day to day support services tasks including routine telephone calls, collation of information, filing.
- Assisting with other activities of RSPCA ACT such as fundraising.
- Any other duties as directed by senior managers.

In the absence of the C004 Finance Assistant (the “FA”)

- Processing Accounts Payable and preparation of invoices for weekly bill run.
- Under the direction of C002 Finance Manager (the “FM”) preparing, reconciling and banking all RSPCA ACT monies.
- Entering all data and assisting with the preparation of bank reconciliations.
- Monitoring and actioning emails that are received by the Finance inbox.
- Assisting with other tasks as required by the FM.

ORGANISATIONAL RELATIONSHIP

- The occupant of the position reports directly to the MM.
- The occupant of the position works closely with the N015 Fundraising Officer (the “FO”).

FINANCIAL DELEGATIONS AND AUTHORITIES

- Nil.

QUALIFICATIONS & PERSONAL ATTRIBUTES

Qualifications & Experience

Essential

- Advanced computer skills in a range of software including Microsoft Word and Excel.
- Excellent written and telephone communication skills.
- Good customer service skills.
- Experience in the use of database applications, internet and email.

Desirable

- Data entry experience.
- Experience with data management and segmentation.

Personal Attributes

- Excellent interpersonal skills, including the ability to interact with a diversity of individuals from both within and outside the RSPCA ACT.
- High degree of motivation and demonstrated ability to work well as part of a team, but also to work independently, with minimum supervision when required.
- Ability and desire to do repetitive data entry skills for lengths of time.
- Highly developed organisational skills, ability to work under pressure, prioritise work and to meet set deadlines.
- Attention to detail and a high level of accuracy.
- Honest and reliable and willing to take direction.
- Ability to learn quickly.
- Flexibility to attend events and functions outside of regular 9am-5pm working hours.
- Sound understanding or ability to acquire understanding of and commitment to EEO and WHS principles and practices.

- Ability to quickly acquire knowledge and understanding of the policies of the RSPCA.

CONDITIONS OF EMPLOYMENT

- Detailed conditions of employment are set out in the occupant's letter of engagement.
- Approval for overtime must be given by MM prior to being worked.
- Travel within Australia may be required from time to time.

WORKING ENVIRONMENT AND RSPCA EXPECTATIONS

- There is a slight possibility of exposure to
 - infectious organisms
 - animal waste
 - allergens
 - chemical materials requiring WHS Material Safety Data Sheets
 - hostile persons
 - vicious animals.
- You need to be willing to work weekends and public holidays on occasion.
- You will be expected to maintain a neat and well-groomed personal appearance.
- From time to time you may be required to attend staff training sessions and staff meetings.
- You must demonstrate a commitment to maintaining a safe and healthy site environment for staff, clients and visitors.
- You will be expected to implement and promote the policies and positions of RSPCA.
- You need to demonstrate cooperative work practices and make a contribution to a positive culture.

SELECTION CRITERIA

1. Outline your previous employment experience, including previous work in a customer service oriented field.
2. Provide details of any times when you have dealt with a difficult customer over the phone. How did you deal with the situation?
3. Provide examples that demonstrate your attention to detail over a period of time.
4. Other than the fact that you love animals, please tell us why you want to work at RSPCA ACT.

DOCUMENT CONTROL

Version Number: 2.0
Future Review Date: September 2018

History

Date	Title	Notes
October 2016	Data/Fundraising Assistant	New position
September 2017	Fundraising Assistant	New title, revised position duties and converted to part-time position. Duties split with the Finance Assistant role.