

Position Title:	Supporter Care Officer
Reports To:	Supporter Care Coordinator
Department:	Engagement & Supporter Care
New/Existing:	Existing
Position Type	Full Time
Location	Onsite at Head Office in Box Hill

## The Position

### Strategic Purpose

The Supporter Care team provides superior Supporter Care to facilitate the strategic goals of the organisation in relation to engagement of supporters. The primary purpose of this role is to carry out various tasks to support the work of the organisation including communicating with supporters over the phone, via email, mail & digitally. This includes delivery of donor journeys and accurate maintenance of records, communications and transactions enabling The Leprosy Mission Australia (TLMA) to work towards its Strategic Aim of partnering for impact by building and maintaining effective relationships with donors

The Supporter Care team contributes to engagement with our supporters and the administration of community education, enabling TLMA's mission of a world where leprosy is defeated and there is healing, dignity and life in all its fullness.

### Job Purpose

The Supporter Care Officer provides high level donor engagement & effective administrative support through the processing of donations, responding to supporter queries, resolving any emerging problems with accuracy and efficiency, and proactive activities to engage with donors and the community. You will engage with supporters over the phone, via email, mail, & digital channels, ensuring excellent supporter experience and high levels of attention to detail.

The key responsibility of this role is to delight supporters who engage with TLMA through effective communication and experience management. The Supporter Care Officer acts as the key contact point for new and existing donors and ensures that every supporter has the opportunity to feel connected to the work of TLMA.

Secondary to this, the Supporter Care Officer is expected to maintain TLMA's database and ensure supporter information is kept up to date through accurate data entry, and you will contribute to the effectiveness of TLMA's work through efficient administration and support.

### Responsibilities

#### Supporter Care

- Provide superior Supporter Care, including timely follow-up of supporter queries.
- Build sustainable relationships of trust through open and interactive communication.
- Handle complaints professionally, offering appropriate solutions and alternatives within agreed service metrics, and ensure resolution.
- Maintain accurate records of supporter interactions and file documentation appropriately.
- Adhere to established communication procedures, guidelines, and organisational policies.

- Gather supporter feedback through surveys or conversations and share insights to improve supporter experience.
- Assist in the delivery of donor journeys and engagement touchpoints

### **Administration**

- Open mail and distribute accordingly (If office based)
- Maintain accurate and up-to-date supporter records in the CRM.
- Process donations and issue receipts in a timely manner.
- Generate reports on supporter activity and engagement metrics.
- Support logistics for events and campaigns, including RSVPs and follow-ups.
- Ensure compliance with data privacy and organisational policies.
- Liaise with internal teams to support cross-functional engagement efforts.
- Identify and suggest improvements to supporter care processes, systems, or communication flows.

### **Knowledge and Skills**

#### **Essential**

- Understanding of, and ability to operate within, the Christian-based beliefs, vision, mission, and values of TLMA.
- Demonstrated commitment to excellence in Supporter Care.
- Experience in outbound donor communications across multiple communication channels
- Strong understanding of empathy led communication and supporter centric activities
- High level of accuracy in data entry and strong attention to detail.
- Excellent phone manner and active listening skills.
- Strong organisational and administrative skills.
- Ability to prioritise tasks and manage time effectively.
- Proficiency in Microsoft Office 365 tools
- Ability to work collaboratively with others, demonstrating patience and understanding.
- Problem-solving skills and the ability to show initiative within the scope of the role.

#### **Beneficial**

- Two or more years' experience in Donor experience, Customer Service, or related fields.
- Qualification or equivalent experience in business administration, Supporter Care, or a related field.
- Understanding of the not-for-profit sector.
- Experience with payment gateways such as eWay and SecurePay.
- Experience using Customer Relationship Management (CRM) systems

### **Special Requirements**

#### **Safeguarding**

- TLMA has a zero-tolerance policy towards any abuse, neglect, and exploitation to all people. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults.
- The postholder must sign, be familiar with, and comply with all TLMA organisational policies, including the Safeguarding Code of Conduct, the Safeguarding Policy and Procedures. All TLM staff are required to participate in mandatory safeguarding training.

#### **Eligibility**

- Work rights in Australia
- Be prepared to provide National Police Check
- Willingness to obtain a Working With Children Check (or equivalent for your state)