

GREENPEACE Australia Pacific

JOB DESCRIPTION

Role:	Supporter Relationships Administrator
Department:	Fundraising
Grade:	8
Responsible to:	Supporter Relationships Coordinator
Direct Reports:	Nil direct reports (<i>works closely with contractors, interns and volunteers</i>)
Status:	Full-time, permanent

Organisation Environment - Greenpeace Mission

Greenpeace is an independent campaigning organisation which uses non-violent, creative confrontation to expose global environmental problems and to force the solutions which are essential to a green and peaceful future. We ignite the shared economic, political, cultural and social power of people to win a just and healthy planet.

Scope

The Supporter Relationships Administrator will be working within a team who are responsible for providing warm, friendly, informed and energetic interaction with Greenpeace's financial and non-financial supporters and the general public via the telephone, email, mail and face-to-face interactions. The key objective is to communicate with passion, inspiring supporters and the public about Greenpeace's work to protect the planet.

In addition, the Supporter Relationships Administrator is responsible for accurate use of the fundraising database to capture new supporters' financial and non-financial details. The Administrator will be required to ensure that new supporter forms from around the country are received and processed within the required time frame.

Main responsibilities

Administration and data processing

- Process supporters' financial and non-financial information accurately and efficiently, using our CRM database
- Number and file sign-up forms and update tally spreadsheets
- Make outbound phone calls to verify invalid details on forms in a warm and polite manner
- Work co-operatively as a member of the Supporter Relationships Team, passing on any information that will help colleagues provide better service
- Provide a professional response to supporter requests whilst accurately logging the information on the fundraising database
- Process donations, change of details, exclusions, return to senders and other information about supporters accurately and efficiently

- Run queries and mail-merges
- Liaise with and direct volunteers when required
- Data entry and data management as required.

Public information

- Inspire the public through in-bound phone, email and mail communications to participate in a range of activities, such as volunteering, attending rallies and joining cyber-lists
- Respond to public information enquiries using templates and material provided
- Continually liaise with campaigners and media teams to acquire up-to-date knowledge of current environmental issues and Greenpeace campaigns.

Supporter relations

- Develop and maintain excellent supporter relations by giving a high level of customer service
- Inspire supporters to retain or upgrade their financial support to Greenpeace, using a range of telemarketing techniques
- Deal with supporter requests promptly and efficiently, whilst making sure the supporter is kept informed and happy
- Answer in-bound communications from potential supporters in a positive way to ensure the highest possible number of recruits are acquired
- Deliver outbound phone, email and mail communications in a warm, polite manner and identify ways supporters can maximise their engagement with Greenpeace.

Reception duties

- Promptly and politely answer incoming telephone calls for other staff at Greenpeace
- Sort and distribute incoming emails and faxes
- Prepare outgoing mail for collection and distribute incoming mail throughout the organisation
- Attend to people visiting Greenpeace Australia Pacific head office in a polite manner.

Compliance with framework conditions

- Comply with Greenpeace's Equal Employment Opportunity (EEO), Workplace Health and Safety (WHS) and other Greenpeace policies
- Support the Fundraising Team to implement activities when requested
- Contribute to the wider Fundraising Department's activities and targets through active participation in fundraising program meetings and other meetings
- Other duties as directed by the Supporter Relationships Coordinator.

Competencies

Organisational competencies

- Professionalism and commitment, in particular high-quality planning and organising
- Achievement, in particular towards measurable objectives both individually and for Greenpeace

- Interpersonal relationship skills, in particular building constructive and long-term relationships with both internal and external parties
- Knowledge sharing
- Values diversity, in particular having a global mindset and cultural awareness
- Innovation, in particular considering the 'cutting-edge' core value of Greenpeace.

Functional competencies

- Excellent communication skills with a warm, polite and professional telephone manner
- Excellent listening skills and ability to question supporters in a positive manner
- Ability to promote Greenpeace and ask supporters to increase their support
- Good negotiation skills.

Technical competencies

- Fast and accurate data entry skills (70wpm)
- Technically competency in Salesforce, Word, Excel, Internet and Email.

Method related competencies

- Flexible, adaptable and willing to learn.

Social competencies

- Ability to work as part of a team.

Attitude

- Identification with Greenpeace goals and belief in Greenpeace values.

Specific work environment

- Based in Greenpeace's Sydney office in Ultimo.