



## Position Description

### Job Details

Position Title: Donor Services Officer Year: 2018

Department: Community, Partnerships & Fundraising (CPFR)

Section: Donor Services

Reports directly to:  
Donor Services Team Leader

Direct Reports:  
• Nil

### Background Information

<b>Qualifications</b>	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	Relevant customer service and database experience will be highly regarded

### Role Overview

The Donor Services Officer is responsible for the accurate and timely processing of donations, responding to donor queries and timely receipting of funds received. The role forms part of a small team in the Donor Services area and plays an essential role in ensuring our donors have a positive donor experience. The role also assists with other duties from time-to-time to ensure the successful operation of the Fundraising department.

### RIDBC Overview

Royal Institute for Deaf and Blind Children (RIDBC) provides quality, innovative services to achieve the best outcomes for current and future generations of Australians with vision and/or hearing loss.

Our aim is to ensure that children and adults with vision or hearing impairment are given equal access to communication, education, literacy, therapy and health services that will enable them to live a life where nothing holds them back.

Our services include:

- Assessment, early intervention and early learning programs
- Preschool, school and school support services
- Therapy and allied health services
- Rural and remote services delivered via tele-practice
- Cochlear implant assessment, surgery and support services
- World class research, continuing professional education and postgraduate programs for professionals working in the field of education for children with sensory disabilities.

As a charity, RIDBC relies significantly on fundraising, corporate and community support to continue to make a difference for people with vision or hearing impairment, their families and the professionals who support them.

### Community, Partnerships and Fundraising Overview

The RIDBC Community, Partnerships and Fundraising team (CPFR) of approximately 20 people, is committed to providing sustainable fundraising revenue for RIDBC to enable the organisation to deliver

high quality services to those that need us. Fundraising revenue is derived across a diverse number of programs including:

- Corporate partnerships
- Major Gifts
- Bequests
- Community Fundraising and Events
- Grants, Trusts & Foundations
- Individual Donations
- Rainbow Lottery

### Working for RIDBC

RIDBC's ability to provide high quality services to people with vision or hearing impairment is directly dependent on the experience, knowledge and professionalism of its staff.

With more than 470 employees and 1,200 volunteers, RIDBC employs a diverse range of people across its many programs and services including: teachers, audiologists, speech pathologists, surgeons, orthoptists, occupational therapists, psychologists, physiotherapists, technology consultants, academics and researchers.

We also employ a range of people in organisational support functions including finance; people and culture; marketing and communications; community partnerships and fundraising; and technology, operations and property.

### RIDBC Values

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|--|---|
| <ul style="list-style-type: none"> <li>• Innovative</li> <li>• Ethical</li> <li>• Sharing knowledge</li> </ul> | <ul style="list-style-type: none"> <li>• Striving for high quality</li> <li>• Respectful to all people</li> <li>• Child, adult &amp; family focussed</li> </ul> |
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### Key Responsibilities

*(Including but not limited to)*

<p><b>Key Responsibilities</b> <i>(Including but not limited to)</i></p>	
Data Entry and Processing Responsibilities	<ul style="list-style-type: none"> <li>- accurate and timely processing of all payments received by mail, phone and digital channels</li> <li>- timely receipting based on set protocols and guidelines</li> <li>- balancing funds received and the Banking each day, or as required</li> </ul>
Donor Communications	<ul style="list-style-type: none"> <li>- answering inbound calls from donors</li> <li>- trouble-shooting to assist donors wherever necessary</li> <li>- working with the team to constantly seek to improve the donor experience</li> </ul>
Database Management	<ul style="list-style-type: none"> <li>- accurate and timely input of donor information into the Raisers Edge Database</li> <li>- provision of assistance to other team members in Fundraising with donor information as necessary</li> <li>- assisting with proofing of data and accuracy of data extraction for specific segments</li> </ul>

Team Responsibilities	<ul style="list-style-type: none"> <li>- providing assistance to Program Managers and other parts of the business with special projects as required</li> <li>- willingness to do additional tasks as required by the Team Leader</li> <li>- working with the Donor Engagement Centre staff to provide a seamless service</li> <li>- Work collaboratively with other team members and teams on RIDBC activities such as volunteering time on events, helping out wherever necessary</li> </ul>
Compliance in Policy and Procedure	<ul style="list-style-type: none"> <li>- All staff are familiar with and follow RIDBC policies, procedures, any statutory obligations and all workplace health and safety program requirements to ensure a safe working environment for self and others</li> <li>- Follow RIDBC values, policies, procedures and statutory obligations</li> </ul>

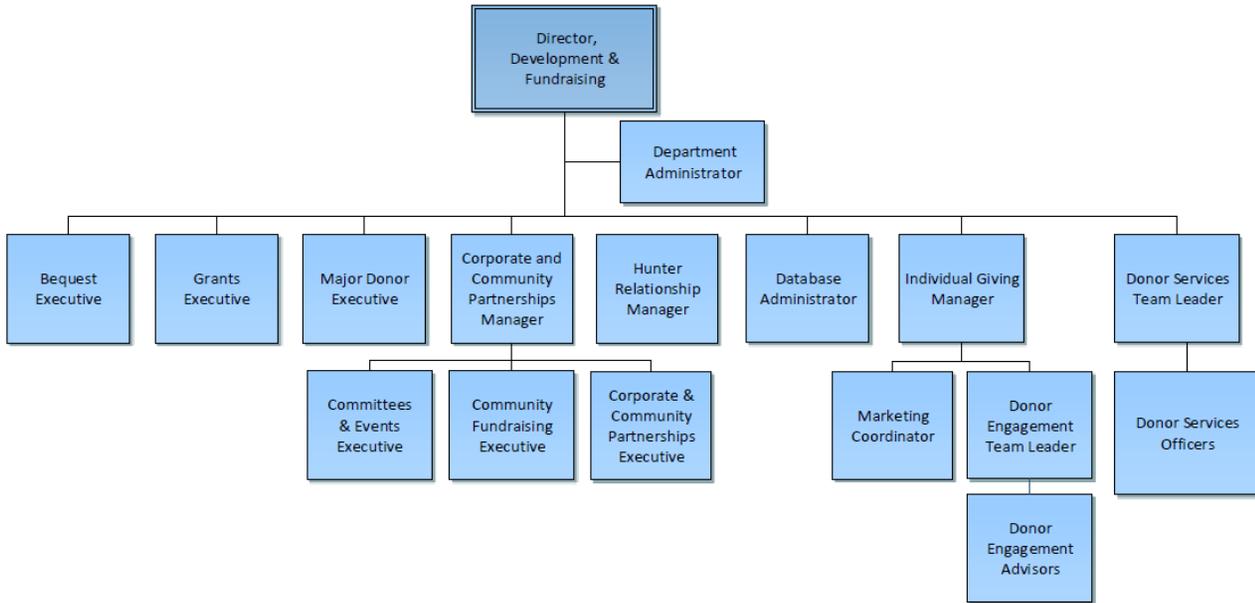
**Knowledge, skills and experience – Required to perform this role**

- Accurate and fast data processing skills.
- Strong customer service skills
- Demonstrable experience handling inbound calls
- Experience working with databases (Raisers Edge desirable)
- Experience working in a team
- A focus on continuous improvement and striving for excellence.
- Adaptable and open to change in responsibility, scope and work schedules as required
- Willingness to take ownership of customer inquiries to resolution

**Personal Attributes**

Good team member with excellent communication skills	Relates well to all kinds of people, at various levels; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably
Outcomes focused	Can be counted on to exceed goals; steadfastly pushes self for results
Values driven with strong personal and organisation values match	Knowledgeable about how the organisation works; knows how to get things done both through formal channels and the informal network;
Service and delivery oriented	Accurately scopes out lengthy and difficult tasks; sets objectives and goals; breaks down work into the process steps; evaluates results
Proactive and persistent	Communicates a compelling and inspired vision; talks beyond today, is optimistic; makes vision sharable by everyone; can inspire and motivate entire team;
Collaborative and consultative	Demonstrates RIDBC values while undertaking duties in an appropriate and helpful manner, placing team above personal gain

## Community Partnerships & Fundraising



Staff member's name (print):		Date:
Staff member's signature:		
Supervisor's name (print):		Date:
Supervisor's signature:		