

## POSITION DESCRIPTION

### Title

Supporter Services Representative  
(Supporter Engagement)

### Date

5<sup>th</sup> September 2018

### Department

Supporter Services

### Responsible To

Finance Manager

### Purpose of the Position

The position of Supporter Services Representative (Supporter Engagement) is vital to the effective functioning of the Supporter Services Team with the Leprosy Mission New Zealand, involving many varied tasks. The Supporter Services Representative is a key team member and must be an able multi-tasker with the capacity to incorporate constant change into the working day.

### Key Relationships

- |                           |   |
|---------------------------|---|
| • Executive Director      | <i>Who will have ultimate authority</i>                         |
| • Finance Manager         | <i>Who will directly supervise the position</i>                 |
| • Fundraising Manager     | <i>Who will have dotted line authority re task requirements</i> |
| • Supporter Services team | <i>Who you will collaborate with</i>                            |
| • Other                   | <i>All Staff / Supporters / Volunteers</i>                      |

### Accountability

- Expected results will be measured through regular meetings with the Finance Manager and Fundraising Manager, and through annual performance reviews.

### Key Responsibilities

### Expected Results

#### 1. Supporter Engagement

- I. Implementing the donor journey plan for new and current supporters.
- II. Undertaking welcome, thank-you, fundraising and general proactive calling activities to new and existing donors, churches and community groups.
- III. First point of contact to respond to incoming phone-calls and enquiry-line emails.
- IV. Special communications for non-mailing house Christmas cards, condolences and in memory gifts.

- a. Outbound calls and personal engagement made per agreed schedule
- b. Feedback and results of calls recorded
- c. Phone calls to be managed independently as far as possible prior to escalating to senior staff.
- d. Enquiry-line to be cleared daily and managed independently as far as possible prior to escalating to senior staff.
- e. Christmas and condolence cards are appropriate, timely and warm.
- f. In memory donations recorded and acknowledged in InTouch magazine.

#### 2. Database Processing (all items in collaboration within SS team as needed)

- i. Code cash, cheque and credit card donations received and process accurately

- a. Donors receive receipt acknowledgement

<ul style="list-style-type: none"> <li>ii. Update supporter records on Raisers Edge when new information is given by supporter or other</li> <li>iii. During first weeks of appeals assist with mail opening, and donation coding</li> <li>iv. Seek new addresses for GNAs/or de-activate on the database</li> <li>v. Process web donations</li> </ul>	<ul style="list-style-type: none"> <li>b. <i>Receipt letters ready for processing within two working days</i></li> <li>c. <i>Raisers Edge is kept up to date and all information is accurate for next mail-out.</i></li> <li>d. <i>Web donations are processed within one working day.</i></li> </ul>
<p><b>3. Supporter Services General Support</b></p> <ul style="list-style-type: none"> <li>i. Coordinate volunteer mail-outs for bi-monthly Prayer &amp; Praise and other mailings as required.</li> <li>ii. Coordinate office volunteers and assign tasks to support administrative tasks.</li> <li>iii. Support with opening of daily mail as required.</li> <li>iv. Support the Supporter Services team to ensure superior supporter engagement with donors.</li> </ul>	<ul style="list-style-type: none"> <li>a. <i>Bulk mail-outs are coordinated to deadlines and readied for pickup</i></li> <li>b. <i>Volunteers effectively contribute to the Mission.</i></li> <li>c. <i>Mail is opened promptly especially during peak Appeal cycles.</i></li> <li>d. <i>A team approach is fostered and maintained.</i></li> </ul>
<p><b>4. Supporting the Management Team</b></p> <ul style="list-style-type: none"> <li>ii. Organise Board and Committee meetings including domestic travel and accommodation.</li> <li>iii. Administrative support for recruitment advertisements, applications and orientation as required.</li> <li>iv. Administrative support for international travel including Visa applications.</li> <li>v. Developing Standard Operating Procedures for the Supporter services Team, maintain hard and soft copies of current Policies and Procedures; record accident notifications and general office procedures.</li> <li>vi. Coordination and support for meetings and presentations as required.</li> </ul> <p>You may be required to carry out other duties within your capabilities from time to time.</p>	<ul style="list-style-type: none"> <li>a. <i>Board, Committee, general meetings and presentations organised efficiently with appropriate venues and catering.</i></li> <li>b. <i>Effective administrative support to Management Team.</i></li> <li>c. <i>Effectively and timely management of Policies and Procedures.</i></li> </ul>

#### Competencies

- Experience, expertise and desire to enthusiastically and proactively contact and engage with supporters and prospective supporters.
- Deliver superior supporter service across all communication channels.
- Ability to work in an environment that respects confidentiality, professionalism and team spirit.
- Empathy with and enthusiasm for the Vision, Mission and Values of LMNZ
- Fast and accurate processing of donations
- Multi-task with the capacity to incorporate constant change into the working day
- Represent the Leprosy Mission and present a professional and efficient image of the organisation
- Contribute to team meetings and communicate ideas for process improvement and supporter engagement.
- Maintain a good working relationship with all staff, Board and Committee Members and volunteers.
- Problem-solve quickly and effectively.

**Safeguarding (child and vulnerable adult protection)**

Please note that the nature of our work requires the highest standards of professional and personal behaviour. As such this role requires employees to review, accept and sign The Leprosy Mission Safeguarding Code of Conduct, to give permission and have a satisfactory Ministry Of Justice Criminal Conviction History check. The following policies need to be reviewed and understood prior to signing the Safeguarding Code of Conduct and will be provided to applicants at the shortlisting for interview stage of the recruitment process:

- Safeguarding Policy
- Bullying and Harassment Policy
- Whistleblowing Policy