

FOREST & BIRD

JOB DESCRIPTION

JOB TITLE

Supporter Relationships Coordinator

PURPOSE

- To manage incoming calls and emails, supporter enquiries, updates, assists with the processing of membership payments, updates constituent records and supports the team responding to complaints.
- To help supporters feel heard, valued, and a part of the Forest & Bird team. This role is the first point of contact for many supporters, and the service delivered by this role is often the first impression people get of Forest & Bird.
- This role plays a vital part in the retention of our supporters and the development of strong meaningful relationships every step of the way, with the goal to strengthen the relationship they have with Forest & Bird.
- To provide information and support to branch committees regarding their members and memberships – statistics, updates, enquiries etc

SPECIFIC DUTIES & RESPONSIBILITIES

Communications

- Responding to and resolving the majority of inbound calls and emails to the fundraising and Membership team, redirecting to other colleagues when appropriate.
- Developing and implementing systems and processes to ensure supporters receive a timely response to queries /requests.
- Managing and responding to branch queries for membership information and data requests
- Supporting branches to access reports and data on their OneDrive
- Development of engaging communications – both email and DM – to members and shop customers to deepen level of their support or to promote new opportunities to become a member of Forest & Bird
- Responding to customers who have bought items on the online shop to let them know about the progress of their order.

Membership Development

- Working closely with the Group Manager Fundraising and Membership to identify and implement opportunities to promote Forest & Bird membership and to grow the number of members
- Reporting and Analysis.
- Providing accurate and informative reporting to the Fundraising and Membership team about call volume and trends.
- Providing formal reporting metrics on issue resolution including; time to resolve, volumes, and classifications
- Providing recommendations and implementing solutions to improve efficiency and effectiveness.

Supporter Retention

- Implementing techniques that retain supporters at critical contact points such as complaints and cancellations.
- Providing relevant reporting to show trends/factors that are influencing supporter retention.

Database Maintenance and MyF&B portal

- Creating and implementing tactics to promote the use of the MyF&B donor system to members to enable them to update their own personal details.
- Updating the Raisers Edge database to capture all supporter communication on a continual basis.
- Processing supporter updates.

Web shop

- Processing online orders on Storbie, sending relevant orders to suppliers, responding to customers, and dispatching their goods in a timely manner.

- Conducting regular stock takes and reconciling the online records
- Working closely with the Communications team to promote the web shop items
- Working closely with the GM Fundraising and Membership to identify new merchandise and suppliers
- Adding new merchandise to the online shop

Financial Processing

- Processing membership renewals and donations made by credit/debit card by phone.
- Providing support to the Payments Processing Administrator and Regular Giving & Fundraising Administrator by inputting donations/membership payments and processing cancellations/refunds.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Some experience within a Fundraising environment.
- Strong written and verbal communication skills, with a warm, inspiring and professional telephone manner.
- Experience working with CRMs, and databases.
- Proven experience in data entry or financial processing, with excellent attention to detail.
- A positive, resilient attitude, and the ability to work effectively in a diverse, multi-disciplinary team.
- A current working knowledge of Microsoft Office Suite, and the ability to quickly learn other IT software.
- Proven accuracy with data entry, along with the ability to enter data when under time pressures.
- Organised, disciplined and professional at all times.
- Proven ability to build rapport quickly with customers over the phone, and deal with tough conversations without becoming discouraged.
- Flexibility to manage assigned projects and contribute effectively to team projects as required.
- Proven experience of being able to prioritise and manage a busy and varied workload
- Knowledge of the New Zealand NGO and voluntary sector would be advantageous.
- An understanding and interest of conservation and environmental issues.