

ROYAL FOREST AND BIRD PROTECTION SOCIETY OF NEW ZEALAND INC.

JOB DESCRIPTION

JOB TITLE

Finance Administrator – Income

PURPOSE

The Finance Administrator - Income plays a vital role in supporting the financial sustainability of the Society by processing donations, membership payments, receipting, and ensure these reconcile across systems. This role ensures the accurate and timely handling of financial transactions, donor receipt queries, and data integrity across multiple platforms.

SPECIFIC DUTIES & RESPONSIBILITIES

Donation and Payment Processing

Process cash, bank transfers, credit card, and online payments (e.g. memberships, shop purchases, etc.) ensuring accurate data entry including receipts requiring a split between income types.
Collaborate with members of the Fundraising team to ensure accurate coding and allocation of income.
Collaborate with Growing Support team on processing membership receipts.

Receipting and Donor Acknowledgement

Generate and distribute email and printed receipts using CRM and receipting systems.
Reprint/reissue receipts as requested by donors.

Bank and Payment Platform Reconciliation

Reconcile income across bank accounts and payment platforms, identifying and resolving any discrepancies.
Process/record refunds as requested.
Collaborate with the Finance Administrator – General to ensure alignment with the accounting software.

Membership Processing

Update membership system following payment processing procedures.

Online Store Administration

Import and record monthly sales data from the online store platform to the supporter database.
Use Excel to prepare data for import into the CRM.
Ensure correct allocation of product and postage charges.

Reporting and Compliance

Prepare monthly invoice checks from payment platform/s to ensure billing accuracy.
Maintain secure handling of sensitive donor information, including credit card data.
Ensure compliance with data protection and financial processing standards.

General

Participate in discussions and/or planning of new systems and processes.

At Forest & Bird, all staff are encouraged to contribute to continuous improvement: to support innovative thinking, smart work practices, how we engage across teams, and the overall culture and work environment. This forms part of our culture and celebrates our values of Collaboration, Courage, and Professionalism.

Health and safety

Take reasonable care for personal safety and wellbeing in all Forest & Bird workplaces and project sites.
Act in accordance with all reasonable Health and Safety instructions, policies, and signage, making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others.

Report all occupational injury, illness, near miss incidents, accidents, environmental spills, or fire (regardless of its severity) to your manager, and log in line with the relevant H&S processes and systems. Immediately report to your manager all hazards which may result in an injury, illness, spill, or fire.

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 fulfillment 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

Experience using MS Office.

Intermediate Excel skills including the use of formulas (e.g. vlookups) and tools (e.g. pivot tables).

Highly organised, disciplined, resilient, and capable of managing a wide range of competing priorities while remaining composed.

Fast and accurate data entry with a high level of attention to detail.

Strong written and verbal communication skills to communicate effectively with donors.

The courage to speak up and challenge ideas, improve processes, or raise issues that need to be addressed.

Reliable and strong analytical skills.

Excellent interpersonal skills, with an ability to relate across the organisation, with third parties, and a diverse range of stakeholders.

A genuine interest in conservation and environmental issues, and brings that into their work each day.

This position requires some familiarity with Te Ao Māori including, for example Te Reo Māori and tikanga. A person holding the position who does not already have an appropriate level of competence and knowledge will be required and supported to develop them.