



JOB DESCRIPTION

Role Title: Supporter Care & Office Administrator

Reporting to: Executive Officer

Hours: 20 hours per week

Salary: \$25,000 - \$30,000 p/a

Job Summary:

We have a new and exciting opportunity for a **Supporter Care & Office Administrator** to join our team to be a voice for New Zealanders affected by gut cancers.

Reporting to the Executive Officer this part-time role (.5 FTE) will be responsible for administering the fundraising, finance, and operational aspects of the organisation's work.

We are looking for applicants with an eye for detail and excellent customer service to play a vital support role to our dedicated team. The successful applicant will work with all team members to fulfill organisational administrative processes and key finance and accounting administration. The successful applicant will also assist the fundraising and marketing team to provide personal and high-standard donor care, to increase loyalty and commitment to GCF.

The position will include the opportunity to help develop and shape new and existing administrative processes.

The successful applicant will need to be very well organised and diligent with an eye for detail, excellent communication skills and a proven ability to both work in a team and independently.

The role is a hybrid position with the expectation of being in the office once a week (subject to change if needed).

KEY JOB RESPONSIBILITIES

Supporter Care

- Produce and send thank you letters and receipts, and cards as required, to all supporters, within 48 hours of the gift being processed for monetary and goods donations.
- Check the donor's details to determine if a special thank you is required due to size of donation, length of giving or any other specific detail.
- Alert the Executive Officer or appropriate fundraiser to any significant or unusual donations and provide them with the appropriate tools for thanking the donor.
- Proactively phone supporters to thank them for their gift and recognise their support, to build genuine donor relationships.
- Respond to all supporter queries and requests (by phone, email and face-to-face) in a friendly and efficient manner, within 24 hours.

Database Management

- Be a Super User of the CRM database, Little Green Light
- Input new supporters and updates or alterations into the database following set procedures and standards, including Return to Sender mail, following set procedures.
- Check and reconcile automated data and thanking process on a regular basis.
- Import fundraising and donor data for non-automated processes.
- Produce reports required as per set procedures.
- Maintain the confidentiality and security of donor records.
- Generate a receipt for every donation received (when not automated) within 48 hours ensuring accuracy and reissue receipts as required by donors.
- Generate annual receipts for GCF regular donors.
- Process monthly direct debit donations and call failed monthly credit card donations.

Financial Administration

- Work with GCF accountants and team members to complete monthly financial reconciliation process.
- Process the monthly invoice and payment run ready for authorisation by the Executive Officer and GCF Chair.
- Ensure all invoices are correctly filed in the GCF online filing system.
- Reconcile data in Little Green Light with financial records in Xero.

Organisational Administration

- Work with the Executive Officer on annual audit and statement of performance reports.
- Assist the Executive Officer by creating agendas/ board packs and taking board and committee meeting minutes.
- Answering the GCF 0800 number and responding to info@ and fundraising@ email addresses
- Working with the Executive Officer to develop and maintain organisational office systems using Microsoft 365 and Teams
- Providing administrative support to GCF staff and volunteers

Team Support

- From time to time leading into major fundraising events, provide administrative and logistical support to team members including set up and breakdown of event sites, welcoming duties, and other roles as specified by the event organiser.
- Participate actively and constructively in team activities and other fundraising activities.
- Undertake additional duties from time to time as requested by the Executive Office and other team members.

PERSON SPECIFICATION

<i>Qualifications:</i>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience in administrative, finance, customer service or database management
<i>Experience:</i>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated administrative skills. • Superb customer service. • Data entry experience. • Excellent Computer literacy. <p>Preferred:</p> <ul style="list-style-type: none"> • Experience working within a charity, Not for Profit organisation or government. • Financial or accounting experience.
<i>Technical Skills and Knowledge:</i>	<p>Essential:</p> <ul style="list-style-type: none"> • Proficient in the use of Word and Excel. • Proficient in the use of databases. <p>Preferred:</p> <ul style="list-style-type: none"> • Previous experience working with Office 365 and Microsoft Teams. • Knowledge of Zapier • Experience of minute taking