

# ADRA Australia

## Supporter Care Assistant

**Commitment:** Part-time (20 hours/week)

**Location:** WAHROONGA, Sydney



### About the role

We are seeking a part-time Supporter Care Assistant to join our Supporter Engagement team and to provide an excellent experience for supporters contacting ADRA Australia. You will be part of a motivated, experienced and fun team that is focused on relationships with our supporters and looking for ways to grow supporter engagement, retention and revenue.

You will be the first point of contact for ADRA Australia and will be responsible for living out our values of Connected, Courageous and Compassionate in all interactions with supporters. You are a people person and thrive in communicating with others, while being able to work efficiently, accurately, professionally and in a timely manner to provide a best-in-class supporter experience.

This hands-on role involves receiving phone calls, responding to email enquiries, maintaining CRM record (SalesForce), processing incoming and outgoing mail and deliveries, taking donations over the phone and other administrative tasks.

You must have the legal right to live and work in Australia at time of application.

The Job Description for the role and the Employment Application Form are included at the end of this document.

### About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 120 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

**Our Values** - We conduct our work by being:

*Connected* - working collaboratively for the best outcome for those living in poverty or distress.

*Courageous* - persevering through challenging situations.

*Compassionate* – empathising with the communities we work with and with each other.

## **About the Supporter Engagement Team**

The Supporter Care Assistant is appointed by the ADRA Australia ADCOM and reports to the Senior Fundraising Manager and ultimately to the Supporter Engagement Director.

The Supporter Engagement team is responsible for all supporter-facing communications including the creation and implementation of fundraising campaigns, nurturing existing supporters as well as expanding the supporter base and sharing the positive impact of ADRA Australia's work.

The Supporter Engagement team works collaboratively with the following units:

- Emergency Management
- Finance/IT
- International Programs
- National Programs
- People & Culture

## **Selection Criteria**

### **Essential**

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice;
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia;
3. Excellent communication (written and verbal), interpersonal skills and cultural competence, with the ability to interact with people from various backgrounds and ages and deliver exceptional customer service;
4. Positive attitude, attention to detail, and proficiency in Microsoft Office.

### **Desirable**

1. 2 years+ experience in customer service, office administration or sales; Experience with maintaining CRM records (ideally SalesForce) and experience with Microsoft Teams.

## **Key Competencies**

- **Working with People**  
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Relating and Networking**  
Establishes good relationships with colleagues; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Uses humour appropriately to enhance relationships with others.
- **Delivering Results & Meeting Customer Expectations**  
Focuses on Individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals.

- **Following Instructions & Procedures**

Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organisation; Complies with legal obligations and safety requirements of the role.

### **Other Requirements**

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Be able to work in person in our Wahroonga office.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.

### **How to Apply**

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and the Employment Application form along with the names of three work related referees to: [hr@adra.org.au](mailto:hr@adra.org.au)

If you have questions or need further information, please contact:

Gianina Badea,  
HR Coordinator for ADRA Australia,  
Phone +61 2 9473 9525 or email [hr@adra.org.au](mailto:hr@adra.org.au).

*ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.*

***The appointing body reserves the right to fill this position at its discretion and to close applications early.***

*See Job Description and Employment Application form attached*



Position Title:	Supporter Care Assistant
Department:	Supporter Engagement
Reports To:	Senior Fundraising Manager
Team Supervision:	n/a

Full / Part Time:	Part-Time – 20 hours p/w
Revised Date:	February 2023

**Purpose of Position:** A basic statement that describes the intent of the position.

The Supporter Care Assistant is responsible for providing an excellent experience for supporters contacting ADRA Australia, and for assisting with activities that help grow supporter engagement, retention and revenue.

**Behavioural Expectations:** Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia Code of Conduct and related policies

**Key Competencies:** The competencies, qualifications, skills and experience the person needs to do the role successfully.

2+ years in customer service, office administration or sales. Competency in written and verbal communication. Well-developed people skills, organisational skills and database management ability.

**ADRA Competency Framework:** 2.1 Working with People, 3.1 Relating & Networking, 6.2 Delivering Results & Meeting Customer Expectations, 6.3 Following Instructions & Procedures.

**Key Responsibilities:** The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
<b>SUPPORTER CARE</b>	<ul style="list-style-type: none"> <li>Be a positive and welcoming point of contact for ADRA Australia on the phone.</li> <li>Take donations over the phone and log all phone and mail donations.</li> <li>Respond to email enquiries.</li> <li>Contact supporters with returned mail.</li> <li>Welcome visitors to the Wahroonga office when required.</li> </ul>	<ul style="list-style-type: none"> <li>The phone is answered in a professional and welcoming way and in a timely manner.</li> <li>Donations are processed daily.</li> <li>Email is responded to within 1 business day.</li> <li>Return to Sender mail is processed within one month of return.</li> </ul>
<b>OFFICE AND SUPPORTER ENGAGEMENT TEAM SUPPORT</b>	<ul style="list-style-type: none"> <li>Collect and process incoming and outgoing mail and deliveries.</li> <li>Order ADRA stationery for supporter communications.</li> <li>Assist with supporter care activities such as birthday and Christmas cards, certificates, welcome packs and thank you packs.</li> <li>Assist with data entry and data hygiene on supporter database (SalesForce).</li> <li>Assist with sending out merchandise or resources for campaigns / activities.</li> </ul>	<ul style="list-style-type: none"> <li>Mail is collected and recorded/processed daily.</li> <li>Record all supporter interactions on database.</li> <li>Maintain data hygiene on database.</li> <li>Assist supporter engagement team as required.</li> </ul>

Print Employee Name:

Employee Signature:

Date: / /

# Employment Application Form

Adventist Development and Relief Agency Australia Limited



ABN 85 109 435 618

<b>Title:</b>		<b>First Name:</b>		<b>Last Name:</b>	
<b>Current Address:</b> (Street, State, Post Code, Country)					
<b>Phone No.</b>		<b>Home:</b>		<b>Mobile:</b>	
<b>Email:</b>				<b>Work:</b>	
<b>Position applying for:</b>				<b>Gender:</b>	
<b>GENERAL</b>					<b>Type in "Yes" or "No" or an appropriate comment</b>
1. Are you ALREADY legally entitled to live and work in Australia?					
<b>If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.</b>					
2. What prompted you to apply for this role? Why would you like to work for ADRA?					
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:					
<b>SAFEGUARDING</b>					
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafe*?					
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:					
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:					
<b>ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH</b>					
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:					
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.					
<b>Name</b>		<b>Place of Work</b>			

9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does <u>not</u> exclude you from applying for the position.)	
Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church's mission and lifestyle in your professional life. ( <i>Our code of conduct policy is available on request.</i> ) Please respond to the following two questions.	
10. Do you understand the Church's lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)	
11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?	

I understand, agree and declare that:

1. If required by ADRA I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA. (Refer Point 3)
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
  - (a) Any applicable State or Federal Laws.
  - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

*\*Adsafe has been established as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, to comply with applicable legislation and to develop denominational policy.*