

POSITION DESCRIPTION
SUPPORTER CARE OFFICER
Part-time

POSITION STRUCTURE	
Reports to	Supporter Care Manager
POSITION OBJECTIVE	
The Supporter Care Officer is responsible for efficient and accurate processing of supporter transactions and data updates, high level of customer service to supporters and effective administrative support for tasks relating to supporter care.	
POSITION RESPONSIBILITIES	
KEY ACCOUNTABILITIES	KEY TASKS
Supporter Care	<ul style="list-style-type: none"> • Process donations, event registrations, raffle tickets and merchandise sales across all channels including mail, telephone, direct deposit and online, within agreed timeframes • Handle a range of telephone and email enquiries from supporters, providing friendly and prompt customer service • Undertake outbound calls for supporter enquiry follow-ups or to update contact details • Develop and maintain positive relationships with supporters • Produce receipts and acknowledgements within agreed timeframes, editing as required to ensure personal and authentic message of thanks is shared with supporters • Deposit donation funds into Jesuit Mission Australia (JMA) bank account • Create new supporter records and update existing records • Ensure all supporter interactions and updates are recorded in Raiser's Edge according to JMA procedures
Data management	<ul style="list-style-type: none"> • Import and cleanse data files from online platforms and third-party sources into Raiser's Edge database • Process Return to Sender mail to maximise recovery of correct supporter contact details • Proactive monitoring and management of data hygiene

Compliance	<ul style="list-style-type: none"> • Have knowledge of Privacy, Data Protection and Fundraising regulations and how they relate to supporter contact • Ensure that JMA adheres to Australian legislative requirements and best practice in relation to donation processing and management of supporter information • Ensure the privacy and security of supporter personal and financial data and that all JMA procedures are followed
General	<ul style="list-style-type: none"> • Act as relief reception in absence of Office Coordinator • Assist in the delivery of this work in accordance with the mission, strategic plan, and policies and procedures of JMA • Actively participate in team meetings, strategic planning and attend events and functions as required • Contribute to developing and maintaining clear and up-to-date procedures for Supporter Care work and activities.

KEY COMMUNICATIONS / KEY STAKEHOLDERS

Internal CEO Fundraising & Engagement Team Finance team Philanthropy team International Programs Team	External Jesuit Mission supporters Volunteers Suppliers Overseas Jesuit partners
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POSITION SELECTION CRITERIA

Essential

- Previous experience in data-driven, transaction processing or customer service role
- Motivated team player with good people skills, and ability to provide a consistently high level of customer service to supporters
- Strong data entry skills, efficient typing speed and high level of accuracy
- Experience with CRM and databases, and the ability to learn new systems
- Strong MS Excel skills and MS Word skills
- Strong attention to detail and commitment to high quality, timely and accurate output
- Strong written and verbal communication, and interpersonal skills
- Proven ability to prioritise, work to deadlines and juggle tasks within a busy environment

Desirable

- Raiser's Edge database (or similar fundraising database) experience
- Experience in the not-for-profit sector
- An understanding of and willingness to work within the Catholic ethos

ORGANISATIONAL OVERVIEW
<p>Jesuit Mission is the international development organisation of the Australian Jesuits. Founded in 1951, Jesuit Mission partners with Jesuit networks overseas to deliver community-led, sustainable programs that cultivate resilience and self-reliance for vulnerable communities, primarily in India and Southeast Asia.</p>
ORGANISATIONAL VALUES
<ul style="list-style-type: none"> • Faith and Compassion • Justice and Integrity • Solidarity and Empowerment
ORGANISATIONAL RESPONSIBILITIES
Positive Working Relationships
<ul style="list-style-type: none"> • Works collaboratively and productively as part of a well-functioning and dynamic team that contributes positively to the work of JMA and our mission and values • Facilitates good, productive and appropriate working relationships with JMA and the Society of Jesus staff, volunteers, donors, partners, suppliers and other Jesuit ministries • Works closely with the Society of Jesus and Jesuit ministries to ensure that the work of JMA can be completed in the most effective and efficient manner
Respect
<ul style="list-style-type: none"> • Behaves in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity or ability • Provides and promotes an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence to ensure that acceptable standards of conduct are maintained at all times and takes appropriate action if unacceptable conduct is observed
Quality Assurance and Continuous Improvement
<ul style="list-style-type: none"> • Attends relevant meetings, workshops, conferences and training, as required • Becomes familiar with and follows the Province's quality and standard policies, procedures and management instructions • Is open to new ways of doing things that enhance working in an environment that subscribes to the Ignatian way • Strives for continuous improvement in the quality system and work practices by being alert to opportunities for improvement

Health and Safety

- Complies with the requirements of relevant Work, Health and Safety (or Health and Safety) Acts and related procedures
- Works in a manner that considers duty of care for self and others and be safety conscious at all times
- Reports inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents
- Reports to work physically and psychologically fit for duty
- Ensures all work areas are maintained in a safe condition and reports (to manager) if they are not
- Completes site induction (where necessary)

CHILD SAFEGUARDING

Our organisation takes safeguarding of children and vulnerable adults seriously, and as an employee of JMA you are required to meet the behaviour standards outlined in our code of conduct. You have received a copy of the code of conduct as part of your induction pack.

Therefore, as part of your duties and responsibilities, you are required to:

- provide a welcoming and safe environment for children and young people
- promote the safety and wellbeing of children and young people to whom we provide services
- ensure that your interactions with children and young people are positive and safe
- provide adequate care and supervision of children and young people in your charge
- act as a positive role model for children and young people
- report any suspicions, concerns, allegations, or disclosures of alleged abuse to management
- report to management any criminal charges or convictions you receive during your employment/volunteering that may indicate a possible risk to children and young people

CONDITIONS OF EMPLOYMENT

The successful applicant will be subject to a Working with Children Check and Criminal History Records Check.

Our organisation undertakes several screening processes to ensure the appropriate protection of children in its care. This may include reference checks, identity checks, qualification checks and professional registration checks.

Position Holder name _____

Signature _____

Date _____

Manager name _____

Signature _____

Date _____

Position Description last updated	May 2025
Approved by	Chief Executive Officer