

Advertisement - Position Vacancy

Donor Database Coordinator



February 2023

Sitting within our Fundraising team the Donor Database Coordinator will support FBV's income generating departments in the management, upgrade, maintenance, and reporting of donor information for FBV. This role also manages the integration between Salesforce and Pardot and the execution of electronic communication to FBV's donors including emails to donors and the donor journey through Pardot.

Why Foodbank:

We've been putting meals on the table for vulnerable Victorians since 1930. Meeting them where they are, on their terms, with solutions they need. Not only do we provide food to over 450 charities so they can feed their communities, but our direct distribution of free food is growing at a fast rate. From our 18-metre supermarket on a bus and Farms to Families fresh food regional markets, to our School Breakfast Club Program which now services over 1,000 Victorian schools, our coverage is expanding.

Why we're right for you

You'll join a passionate and creative team based in Yarraville, Melbourne where the village vibe, art deco dwellings and coffee culture are legendary. Our mission is critical, our vision is bold, and our marketing plans are ambitious. You know that cliché 'no two days are the same'? Ours is more like 'no two hours are the same.'

What you'll do:

- Extract and prepare data for campaigns with strong attention to data accuracy.
- Manage donor database to ensure data (both existing and imported) is accurate and meets agreed standards and conventions.
- Create robust reporting for fundraising teams according to fundraising KPIs and fundraising needs, in Salesforce and Pardot.
- Build and maintain dashboards in Salesforce to enable data to be used and valued in decision-making within teams.
- Build and export reports for external swaps and to assist all fundraising teams with analysis of ongoing work.
- Provide data analysis to assist with program evaluation and future program development.
- Improve donor data processes, including importing and exporting of data, ensuring privacy and best practice are adhered to, and ensuring donor data is accurately maintained.

Why you're right for us:

- Passionate about our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity, diversity, equality and respect.
- Experienced in working with complex donor database CRM and organising complex information in an accessible format.
- Highly proficient in the use of Salesforce, Pardot and 3rd party fundraising platforms.
- Excellent track record of relationship engagement and management with both internal and external stakeholders.
- Thrive working independently and positively within a team environment.
- Strong project management skills with demonstrated ability to manage and support numerous stakeholders to successfully deliver business outcomes within defined timelines.

We can offer you:

- Access to salary packaging benefits to increase your take home pay
- Staff satisfaction rates above 80%
- An organisation focused on employee wellbeing
- Supportive team environment that embraces change and innovation

Keen to apply?

- Please review the Position Description on our website in the 'Careers' section at www.foodbankvictoria.org.au and get to know us before you apply.
- Email your application to marketing.employment@foodbankvictoria.org.au
- Applications to include an up-to-date resume and cover letter