

Advertisement - Position Vacancy

Supporter Care Coordinator



February 2023

Looking for an opportunity to make a real difference to Victorians in need? Use your exceptional administration and customer service skills to help us show our donors and supporters how much we value them.

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 be doing:

- Providing an outstanding supporter care experience through various communication channels.
- Processing donations including receipting and payment reconciliation.
- Confidently handle all enquiries to the dedicated fundraising email account and phone line.
- Updating and maintaining supporter data with confidentiality and accuracy.
- Providing general administration support as required.
- Liaise with third party suppliers and contractors.
- Work with the fundraising team to continually improve fundraising administration processes and procedures.

Why you're right for us:

- You want to be a part of a brand that's been around for over 90 years, and genuinely share our passion for our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity, diversity, equality and respect.
- Extensive experience in customer service or administration.
- Excellent general administration skills.
- Good Microsoft Office skills and the interest to further develop skills with Word and Excel and Outlook.
- Experience in use of Microsoft Office and in the use of a CRM, preferably Salesforce.
- Outstanding attention to detail.
- Previous experience working in a non-profit environment highly regarded.
- Office Administration Certificate level qualification well regarded.

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.