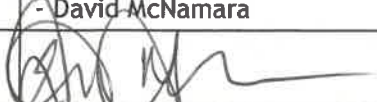


Position Description

ICT CRM Application Support Coordinator

Foodbank Victoria



POSITION:	ICT CRM Support Coordinator	LOCATION:	Yarraville
		DIRECT REPORTS:	Nil
REPORTS TO:	ICT Manager	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	December 2022	CEO SIGNATURE:	

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none, ensuring that all those in need will be met with our three guiding principles. Dignity. Equity. Respect.

THE POSITION:

The CRM Support Coordinator is responsible for the day-to-day support of FBV's CRM (Salesforce). The role will be responsible for all administrative and operational controls and support the business with ongoing system enhancements and reporting improvements with in FBV's CRM solution.

KEY RESPONSIBILITIES:

- Application Support**
- Provide business support for CRM, responsible for system performance and critical issue resolution.
 - Ensuring customers are kept up to date with the progress of open requests.
 - Provide Level 2 and 3 application support to our key business applications, including investigations and identifying solutions for complex incidents and problems, configurations, enhancements, and maintenance.
 - Respond to customer requests to support business operations.
 - Serve as the system administrator for Salesforce and Pardot.

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KEY RESPONSIBILITIES (CONTINUED)

- Support the administrative functions, including training, security settings, licencing, health checks, user maintenance, automation, audits, integrations, backups and processes and ensure documentation is updated for all business applications.
- Maintain security, including sharing rules and security levels.

Salesforce Integration

- Monitor Integration field mapping and QA data between Salesforce and external systems such as Pronto.
- Monitor API interfaces to external systems.
- Responsible for the building and deploying functionality between sandbox and production environments.

Continual Improvement

- Contributing to the continual improvement of the support process by raising ideas and being involved in continuous improvement.

Project Management

- Work closely with customers to manage the roll out of new CRM solutions
- Scope customer requirements and liaise with the development team, ensuring the solution meets the requirements
- Manage projects, timelines and customer expectations throughout the implementation lifecycle

Training

- Facilitate training programs for new users in key supported applications.

Occupational Health & Safety

- Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers and visitors within your team.
- Implement continuous improvement in OHS practices by recommending changes and implementing agreed improvements.

Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities.

Authorisation Level

- Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your manager, approval of the CEO or two department managers is required.
- All employment decisions must be approved by the CEO.

Physical Requirements

- Ability to perform standard office-based tasks including computer use.
- Ability to lift items approximately 10kg weight.

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ORGANISATIONAL ACCOUNTABILITIES

The organisational accountabilities are the expected standards of performance for all roles and levels at Foodbank Victoria.

- | | |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workplace Health & Safety | <ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Foodbank Victoria's safety policies and procedures. |
| Culture | <ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Foodbank Victoria. Comply with Foodbank Victoria's Code of Conduct, policies, and procedures, at all times. |
| Information & Communications Technology | <ul style="list-style-type: none"> Protect and manage Foodbank Victoria's information assets in accordance with policy and process requirements. Use Foodbank Victoria's technology appropriately and with respect. |
| Customer Service | <ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence. |
| Financial Accountability & Governance | <ul style="list-style-type: none"> Models compliance with Foodbank Victoria's Authority and Financial Delegations policy. |
| Corporate Record keeping | <ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Foodbank Victoria and that all records are appropriately retained in accordance with Foodbank Victoria's recordkeeping requirements. |

KEY PERFORMANCE INDICATORS:

1. Achievement of Key Results

- Application Support
- Training

Measures

- Accurate and timely application support provided for all FBV Applications other enterprise applications.
- Ticket closures within agreed SLA closure period.
- User account security profiles are in line with FBV authority matrix.
- Document processes and procedures and identify opportunities to simplify processes.
- Training plans documented.
- Training plans maintained.
- Training sessions meet needs of end users.

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KEY PERFORMANCE INDICATORS (CONTINUED)

- An agreed/endorsed data management policy is in place
- Process documents outlining relevant data management activities are in place
- Regular reports are completed within agreed timeframes
- New report requests handled in acceptable timeframes

2. FBV Values and Policies

- Ensure a safe and healthy working environment.
- Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy, and respect.
- Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying.
- Accept responsibility and accountability for our actions, work performance and the use of property.
- Act in ways that maintain our integrity, reputation, and the confidentiality of information of all stakeholders.
- Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies.
- Report and act upon any known violations of Foodbank Victoria policies.

Measures

- 100% compliance with Foodbank Victoria's policies and procedures.
- Take part in 1 internal workplace audit every 12 months.
- No reported breaches in confidentiality.
- All known violations of these FBV guidelines reported to line manager.

3. Team Performance

- Provide a flexible and stimulating workplace that encourages honest and effective communication.
- Nurture a culture of mutual trust, support and encouragement where everyone's contribution is recognised equally.
- Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work.
- Celebrate excellence.
- Act and communicate ethically with all stakeholders.
- Adhere to ethical purchasing procedures.

Measures

- >90% Team meetings attended.
- Training programs are achieved.
- Review discussions completed.

KEY SELECTION CRITERIA

Qualifications

- Bachelor level degree in ICT or similar relevant qualification and/or experience.
- 1 year+ Salesforce experience, with Salesforce Advanced Administration Certification
- Experience building and deploying functionality between sandbox and production environments
- Previous experience with ERP systems ideally Pronto Xi
- Willingness to undertake a criminal record check.

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KEY SELECTION CRITERIA (CONTINUED)

Experience

- Previous experience providing user support in cloud-based database environments.
- Experience building and deploying functionality between sandbox and production environments
- Experience capturing & communicating technical changes in a database environment
- Experience on CRM/ERP integration projects highly regarded.
- Experience in support and managing Azure and O365 applications
- Excellent organisation and time management skills.
- Ability to work independently and within a team environment.
- Well-developed written and verbal communication skills.

Competencies

- Seeks feedback and responds appropriately.
- Copes with change, effectively.
- Takes initiative.
- Works diligently to meet and exceed accountabilities.
- Makes others feel valued.
- Is reliable, consistent and fulfils commitments.
- Maintains confidentiality.
- Works collaboratively.
- Plans and organises work efficiently and effectively.
- Understands our markets, supply chain and operations.
- Identifies opportunities to grow or improve the organisation.
- Resourceful.
- Innovative.
- Can communicate effectively at all levels internally and externally.

I agree to abide by Foodbank Victoria's values, policies and procedures and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

NAME:	
SIGNATURE:	
DATE:	

