

## DONOR SERVICES OFFICER

- A rare opportunity to join the innovative fundraising team behind the iconic Jeans for Genes campaign.
- Work daily with donors and supporters of the internationally respected Children's Medical Research Institute.

Children's Medical Research Institute (CMRI) was established in 1958 as Australia's first paediatric research facility. In our 60<sup>th</sup> year, the Institute is one of the nation's most highly regarded independent medical research centres. Children's Medical Research Institute has built a strong international reputation based on research achievements in embryonic development and birth defects, cancer, neuroscience and gene therapy.

Our research programs are supported by state-of-the-art facilities and committed research and support staff. Originally established through a massive public awareness campaign in the 1950s, the achievements of the Institute have always been made possible by a loyal network of community supporters, highly engaged donors and the very successful Jeans for Genes<sup>®</sup> fundraising campaign.

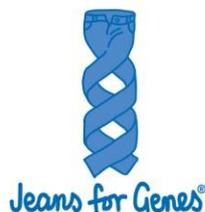
We seek a Donor Services Officer with a deep interest in engaging donors, the enablers of our work, and servicing their needs.

The Donor Services Officer role is full of variety and requires a highly organised individual to coordinate multiple projects. This is a key role in our team and being self-motivated with a desire to excel will lead to success.

**The role reports to the Support Services Team leader and responsibilities include but are not limited to:**

***Supporter care:***

- To be the "first port of call" to respond to supporter enquiries, both by phone and in writing, nurturing donor relationships.
- Assist in providing appropriate communication to CMRI's Regular Giving program as well as following upon missed payments.
- Speak with donors to understand their motivation for giving and request ongoing financial support for the work of the Institute
- Ensure donors are thanked for their gift in a timely manner.



- Monitor Jeans for Genes inbox and action enquiries/requests
- Undertake additional activities, eg. Public activations and donor engagement and internal events when requested from the fundraising team. This would also include weekend or after-hours events.

### ***Financial Administration:***

- Record and receipt all donations received via mail, phone, direct deposit and online, balancing daily banking
- Process sales orders and merchandise requests

### ***Data Management:***

- Maintain and improve the donor database
- Add new donors to database.
- Ensure donor information is kept up to date.
- Backend website support for Donors

### **Selection criteria:**

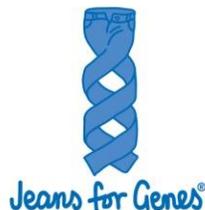
#### ***Essential:***

- Coachable, committed, self-aware
- Previous experience in office administration.
- Self-motivated and able to work independently.
- Strong attention to detail.
- Excellent time management skills and an ability to prioritise.
- Highly developed writing skills.
- Thorough knowledge of Microsoft Office.
- Excellent customer service skills.

#### ***Desirable:***

- Fundraising experience.
- Knowledge of a CRM.
- Telefundraiser/telemarketer experience

If this sounds like you, please apply today and without delay. We will interview suitable candidates as applications are received.



When you join Team CMRI in this Full-Time role, you will be provided with a competitive remuneration package in accordance with qualifications and experience. Additional benefits include the provision of a Public Benevolent Institution salary packaging scheme and participation in an employer-contributed superannuation fund.

Please send your CV with a cover letter (**citing PV1904**) explaining why you are perfect for this position by referring to each of the characteristics in paragraphs two, three and four. The person we are looking for will write an excellent covering letter tailored to this role, and wouldn't think of sending a generic letter or an unaccompanied CV. Please also send the contact details (phone/email) of three professional referees who are raving fans of your past employment performance. The applications should be forwarded to [recruitment@cmri.org.au](mailto:recruitment@cmri.org.au)

Closing date for applications is **9am Thursday 28<sup>th</sup> February (or until position is filled)**.

You are just a few steps away from working to secure the future of our greatest national treasure – our children.

