

POSITION:	Donor Care Coordinator
REPORTS TO:	Fundraising Manager - Individual & Regular Giving
DIRECT REPORTS:	N/A
KEY RELATIONSHIPS:	Fundraising Coordinator (vacant), Data & Insights Manager, Database Coordinator, Finance Officer
Employment type:	Part or full time (0.7 FTE to 1FTE), must be available to work on Fridays
Location:	North Adelaide

The **Donor Care Coordinator** is responsible for delivering an exceptional supporter experience and high-quality customer service at the Women's & Children's Hospital Foundation. As the primary point of contact for donor enquiries, the role ensures supporters receive timely, personalised and professional service and communication.

Working collaboratively across internal teams, you will coordinate donor enquiries, stewardship and gift administration, while championing a culture of exceptional supporter care and continuous improvement.

Through proactive supporter engagement, customer service, attention to detail and stewardship - including making thank you calls, personalising acknowledgements, resolving issues, responding to enquiries and overseeing donor acknowledgement processes - the role helps strengthen supporter connection and ensures every interaction reflects the WCH Foundation's commitment to outstanding donor care.

PRINCIPAL RESPONSIBILITIES

1. Deliver an exceptional donor care experience.
2. Coordinate donor stewardship and engagement.
3. Coordinate supporter gift processing and donor administration.
4. Contribute to donor care process improvement and supporter experience.

KEY RESULT AREAS

- 1. Deliver an exceptional donor care experience**
 - Act as the first point of contact for donor enquiries received via phone, email and mail.
 - Respond to donor enquiries in a professional, timely and donor-focused manner.
 - Coordinate the timely resolution of supporter enquiries by liaising with internal teams to ensure consistent, accurate, high-quality responses.

- Manage enquiries relating to donations, fundraising activities, cancellations, compliments, complaints and general supporter requests.
- Monitor donor inboxes and ensure enquiries are actioned or referred appropriately.
- Build positive relationships with supporters through personalised, responsive and professional customer service.

2. Coordinate donor stewardship and engagement

- Coordinate the timely preparation and distribution of donor acknowledgements including thank you letters, welcome communications, and receipts.
- Personalise donor communications, where appropriate, to enhance the supporter experience.
- Make proactive thank you and stewardship calls to donors following appeals, significant gifts and key milestones such as first gifts, upgrades or anniversaries.
- Support donor stewardship and engagement activities across fundraising programs in collaboration with fundraising colleagues.
- Ensure accurate recording of all donor interactions within the CRM database.

3. Coordinate gift processing and donor administration

- Support the accurate and efficient processing of donations and gift receipting, ensuring records are maintained within the CRM.
- Update donor information, action cancellations and manage supporter preferences in accordance with organisational procedures.
- Coordinate donor pledges, invoicing, and gift administration in collaboration with Finance and fundraising relationship leads.
- Assist with donor data entry and updates and provide administrative support to fundraising activities.

4. Donor care process improvement

- Champion a culture of exceptional supporter care and stewardship across the organisation.
- Work collaboratively with Finance, Database, Marketing and Fundraising teams to ensure efficient donor administration and a seamless supporter experience.
- Identify opportunities to improve donor care processes, supporter communications and administration.
- Monitor donor feedback, enquiries and complaints to identify trends and recommend improvements.
- Contribute to the ongoing development of donor care procedures, templates and service standards.

PERSON SPECIFICATION

Experience and Knowledge

Essential

- Proven experience in an administrative, customer service, donor care and/or fundraising role, with the ability to manage multiple priorities, complex tasks and processes.
- Experience coordinating customer or supporter enquiries and building positive relationships through a professional and responsive manner.
- Demonstrated experience using Microsoft Office applications, particularly Excel.
- Understanding of the importance of confidentiality, accuracy and attention to detail when managing supporter information.

Desirable

- Experience working in a not-for-profit, fundraising or membership-based organisation.
- Experience working with Raiser's Edge NXT or a similar CRM database.
- Knowledge of fundraising administration, donor stewardship, gift receipting, or supporter care best practice.

Skills and Attributes

- Demonstrated ability to build positive relationships and deliver an exceptional supporter experience.
- Excellent written and verbal communication skills, with the ability to communicate warmly, professionally and confidently with a diverse range of supporters.
- Strong organisational and administrative skills, with exceptional attention to detail and accuracy.
- High level of digital proficiency, including Microsoft Excel, CRM databases and other fundraising platforms.
- Proactive and solutions-oriented with the ability to work independently, use sound judgement and take initiative.
- Collaborative team player who contributes positively to shared goals and works effectively across teams.

Other Duties

- Other duties as may be required from time to time to meet the objectives of the position and the organisation.

Women's & Children's Hospital Foundation

- Contribute to a safe and healthy work environment, free from discrimination and harassment by adhering to the provisions of the relevant legislative requirements including Equal Employment Opportunity, Work Health and Safety, the Code of Conduct and organisational policies.
- Ensure your own and other people's safety through taking reasonable care through your acts or omissions while at work.
- Assist with the delivery of WCH Foundation events as required.

Special Conditions

- Some out of hour's work may be required.
- Must be prepared to attend relevant meetings and educational activities as required.
- Must be prepared to participate in the performance development process.