A more equitable world through better health.





POSITION DETAILS

TITLE	Donation Processing Assistant
CLASSIFICATION	Professional Level 3.6 - \$69,388 + super + salary packaging
TIME FRACTION	0.6 FTE
CONTRACT TYPE	2 Year Fixed Term Contract
LOCATION	85 Commercial Road, Melbourne 3004, Boonwurrung Land
REPORTS TO	Manager, Supporter Engagement (direct) and Fundraising Administration Officer (indirect)
DIRECT REPORTS	Nil
LAST UPDATED	January 24

POSITION SNAPSHOT

The Donation Processing Assistant will provide critical administrative support with donation processing and receipting. Working closely with the Fundraising Donor Officer, you will ensure mail donations are opened and processed in a timely and efficient manner, complete payment processing, send receipts, update donor details in the Customer Relationship Manager database, and provide valuable donor support for any queries.

KEY RESPONSIBILITY AREAS

1.	DIRECT MARKETING CAMPAIGNS & APPEALS	Work fairly autonomously, supporting the Fundraising Donor Officer with mail donation processing, updating donor contact details and preferences, and creating receipts. Provide exceptional donor experiences and administrative support to appeal donors. Assist with handling incoming queries via the donor email inbox and taking phone calls regarding their giving, updating details, or to make a donation.
2.	ADMINISTRATION	mid-value donors.
3.	INDUSTRY AWARENESS & BEST PRACTICE	Maintain sector networks and keep up to date with industry Best Practice. Ensure up to date with FIA Code of Conduct, and maintain industry standard knowledge, news and fundraising changes. Maintain a professional development and growth mindset, by attending online webinars and relevant industry courses to stay up to date with industry knowledge.
4.	TRAINING	Responsible for completing all required training in line with the position / role.

KEY SELECTION CRITERIA

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1.	Experience in office administration and customer service.	Essential
2.	Strong interpersonal skills including written and verbal communication, effective listening, empathy, discretion, and diplomacy.	Essential
3.	Strong organisational skills and the ability to handle multiple tasks simultaneously.	Essential
4.	Experience in Microsoft Excel and/or other data analysis software.	Essential
5.	Capacity to work independently and as part of a team to meet required time frames and expectations.	Essential

Experience working in business, marketing, fundraising or philanthropy.

Preferable

About Burnet Institute

Vision

A more equitable world through better health.

Purpose

Create and translate knowledge into better health so no-one is left behind.

Values

Respect, Equality, Inclusiveness, Diversity.

Who we are

Burnet Institute is an Australian-based medical research and public health institute and international nongovernment organisation that is working towards a more equitable world through better health.

What we do

We are committed to creating and translating knowledge into better health so no-one is left behind. We do this through engaging with and understanding the needs of a broad range of communities and stakeholders to develop laboratory-based and social research programs, policies and products that deliver better health outcomes.

Where we work

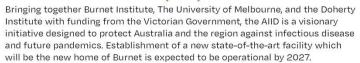


Priority countries:

Australia | Papua New Guinea | Myanmar

We also support and contribute to research and public health programs in other Asian, Pacific and African countries.

Australian Institute for Infectious Disease (AIID)











OCCUPATIONAL HEALTH AND SAFETY

The Burnet has a commitment to providing a safe and healthy workplace in accordance with the Occupational Health and Safety Act 2004. All staff are obliged to take all reasonable care to ensure that their actions do not place themselves or others at risk.

OTHER REQUIREMENTS

Burnet Institute is a child safe organisation. The incumbent of this position will be required to undergo a Police Check and possibly a Working with Children Check as a condition of employment. The types of contact with children can be viewed here. This position involves the following contact with children (any individual aged under 18 years):

CONTACT TYPE

Indirect Contact With Children

ENQUIRIES

For enquiries, please contact careers@burnet.edu.au