

# A more equitable world through better health.



## POSITION DETAILS

TITLE	Donation Processing Assistant
CLASSIFICATION	Professional Level 3.4 – 3.6 (\$70,025 - \$72,858 ) + super + salary packaging
TIME FRACTION	0.8 FTE
CONTRACT TYPE	2 Year Fixed Term Contract
LOCATION	85 Commercial Road, Melbourne 3004, Boonwurrung Land
REPORTS TO	Manager, Supporter Engagement
DIRECT REPORTS	Nil
LAST UPDATED	August 24

## POSITION SNAPSHOT

The Donation Processing Assistant will provide critical administrative support with donation processing, receipting and customer service. 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, reconcile the bank statement, and provide valuable donor support for any queries.

## KEY RESPONSIBILITY AREAS

1. DIRECT MARKETING CAMPAIGNS & APPEALS	<ul style="list-style-type: none"> <li>Work fairly autonomously, overseeing mail donation processing, updating donor contact details and preferences, and creating receipts.</li> <li>Provide exceptional donor experiences and administrative support to appeal donors.</li> <li>Handle incoming queries via the donor email inbox and taking phone calls regarding their giving, updating details, or to make a donation.</li> </ul>
2. ADMINISTRATION	<ul style="list-style-type: none"> <li>Assist in monthly reconciliation between CRM and finance figures.</li> <li>Process monthly donor payments through our online donation platform and coordinate credit card and bank debits with the finance team each month.</li> <li>Act as a backup for the Fundraising Donor Officer and providing support if needed for monthly givers and mid-value donors.</li> <li>Provide ad-hoc administrative assistance to the broader Supporter Engagement team as needed.</li> </ul>
3. INDUSTRY AWARENESS & BEST PRACTICE	<ul style="list-style-type: none"> <li>Maintain sector networks and keep up to date with industry Best Practice.</li> <li>Ensure up to date with FIA Code of Conduct, and maintain industry standard knowledge, news and fundraising changes.</li> <li>Maintain a professional development and growth mindset, by attending online webinars and relevant industry courses to stay up to date with industry knowledge.</li> </ul>
4. TRAINING	<ul style="list-style-type: none"> <li>Responsible for completing all required training in line with the position / role.</li> </ul>

## KEY SELECTION CRITERIA

QUALIFICATIONS / EXPERIENCE / KNOWLEDGE / ATTRIBUTES		
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
6.	Experience with banking and reconciliations.	Preferable
7.	Previous experience using a CRM database, such as SalesForce and performing data entry.	Preferable
8.	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 non-government 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)

Bringing together Burnet Institute, The University of Melbourne, and the Doherty Institute with funding from the Victorian Government, the AIID is a visionary initiative designed to protect Australia and the region against infectious disease and future pandemics. Establishment of a new state-of-the-art facility which will be the new home of Burnet is expected to be operational by 2027.



## 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](mailto:careers@burnet.edu.au)