



Environmental Defenders Office

Supporter Care and CRM Administrator – Position Description

EDO relies on our people to use their skills and experience to provide the best possible support to our clients and other staff. While this job description aims to outline the fundamental reason the role exists, the role may evolve as EDO evolves.

If you see a way to play to your strengths in a way that achieves EDO outcomes, please don't be limited to this list. We have important work to do and need everyone to be operating at their best.

Job title: Supporter Care and CRM Administrator

Reporting to: Data and Insights Senior Manager

Purpose of the position

The Supporter Care and CRM Administrator is responsible for providing the front of house voice of EDO to our supporters when they reach out.

This role involves confidently and professionally assisting supporters in their dealings with EDO, helping facilitate giving and ensuring supporters' experience of EDO is positive and fruitful. The role reports to the Data and Insights Senior Manager and will ensure the database is up-to-date with the information on our supporters and donations.

A critical part of this role is working across all FMC teams to ensure the best possible supporter care and a clean and clear CRM.

Key responsibilities & duties

- Reconcile and import donations received via post, phone and 3rd party platforms to CRM (Salesforce).
- Maintain automated and manual receipting processes.
- Manage fundraising inbox, voicemail and fundraising phonenumber.
- Execute Return to Sender updates to CRM.
- Drafting manual receipts (gifts 5k+).
- Maintain supporter data related to donation management, relationship management, communications personalisation, contact preferences and marketing optimisation.
- Maintain data quality and integrity in the CRM.
- Fundraising cheque processing.
- Assist with development and maintenance of systems and processes related to CRM data input and output, eg surveys, external campaigns.
- Hold relationships with workplace giving and community fundraising platforms/organisations and maintain related processes.
- Provide qualitative supporter engagement reporting.
- Assist with quantitative fundraising engagement reporting.

- Build automated journeys (Marketing Cloud) in collaboration with the marketing and media team.

General

All staff have a responsibility to:

- Develop and maintain a good knowledge of EDO's role and policies.
- Represent EDO in a positive and effective manner by actively demonstrating EDO Values.
- Attend, and contribute actively and constructively at staff meetings.
- Maintain appropriate records, assist with office administration, such as files, computer and precedent systems.
- Seek opportunities for personal and professional development, particularly related to the team and position's specific areas of responsibility.
- Respond to requests by clients and fellow staff in a knowledgeable, professional, constructive and respectful manner.
- Provide accurate and timely data and information for reporting, fundraising and communications purposes.

Commitment to EDO's Values:

Commitment

- We are committed to; a united organisation, to each other, to collaboration, to justice, to our communities and to creating a world where nature thrives.
- We are committed to providing excellent legal services and resources, informed by the best available science, in order to empower clients and communities.
- We are committed to improving our planet and society.
- We care for EDO's clients and stakeholders.
- We are fearless in the face of adversity, and care for each other as we face this adversity.

Diversity

- We are respectful of and welcome diversity of staff, volunteers, offices, environmental regions, communities, stakeholders.
- We respect First Nations Peoples' knowledge and experience, and work with them to protect their country and culture.
- We acknowledge that the law has not always been just.
- We dedicate ourselves to understanding the diversity of our people and culture.
- We welcome and respect our own differences and learn from them, and collaborate to achieve our greatest potential.
- We are great lawyers and great people, with open hearts and open minds.
- We respect the different places our stakeholders come from and strive to help them, even if their worldviews don't align completely with ours.

Integrity

- We work effectively, efficiently, strategically, professionally and ethically; "justice is in our nature".

- We are truthful with ourselves and others.
- We are nonpartisan and inspire trust in our clients, stakeholders and government.
- We respect the world's resources and make maximum productive use of the resources entrusted to us.

Vision

- We lead change and environmental empowerment using innovation, creativity, and courage.
- We expand the boundaries with creativity and skill, pioneering new legal pathways to a healthier, safer world and inspiring others.
- We are inquisitive, curious and persistent: exploring new ideas and embracing change.
- We boldly challenge the status quo while providing solutions to our most pressing challenges.