

Role Title	Financial Partnership Team Member
Reports to	National Administrator
Date	12 November 2020
Purpose	<p>As a member of the Financial Partnership team, provide excellent donor support and customer service assistance in the AFES National Office to achieve the AFES Mission, Vision and Strategies in accordance with the Values and Doctrinal Basis.</p> <p>In prayerful dependence on God, you are employed to serve and support campus staff in their proclamation of Jesus Christ at University to present everyone mature in him by building student groups that:</p> <ul style="list-style-type: none"> • <u>E</u>vangeli<u>s</u>e students by proclaiming Jesus as Lord • <u>E</u>ncourage growth toward Christian maturity • <u>T</u>rain students in the skills and character to serve Jesus and His people • <u>S</u>end graduates throughout Australia and the world to serve Christ.
Key Responsibilities	<p>Your primary work is to provide donor support and customer service assistance through regular and recurring tasks in the Donor Support team along with additional general administrative tasks to enable work on campus to flourish.</p> <p>General tasks:</p> <ul style="list-style-type: none"> • Support AFES’s overarching financial partnership strategy by attending to all aspects of the donor lifecycle, including initial contact and inquiry, donation commencement, processing, receipting, reporting, switching, and ceasing. • Support of all aspects of the donation management systems including the Donation Portal, AFES Website, BPOINT, SecurePay, bank accounts and databases. • Provide excellent customer care, via professional and timely communication via email, phone and mail. • Capture donor information accurately and be responsible for routine correction processes. • Be the primary contact between financial partners and the National Office and the first point of contact for general enquires. • Actively participate in the broader AFES National Office team meetings and be willing to serve at national conferences as required. <p>Daily tasks:</p> <ul style="list-style-type: none"> • Attend to daily database report findings including: Invalid Debit Date Failsafe Report; Find BPOINT Bad Requests by Date Banked; Find BPOINT Not Approved Requests by Date Banked; Failed Programs Report; Future Failed Programs Report; Consolidations Report. • Attend to inbound calls, such as follow up phone message received, updating contact or payment details (i.e credit card expiry dates). • Attend to email enquiries. • Process daily mail including cheques and other donor requests and distributing non-donation related enquiries for action as appropriate. • Process direct deposit donation transfers by importing csv bank statements into FileMaker Pro and managing donor data. • Manage donor merging processes. • Manage database and bank reconciliation processes.

	<p>Reporting:</p> <ul style="list-style-type: none"> • Manage donation reporting to campus staff and management including monthly and ad hoc donation listings, Ongoing Regular Support Reports, and deficit tracking spreadsheets. • Support the management of relationships with key donors and the New Ministry Initiative. <p>Improvement:</p> <ul style="list-style-type: none"> • Respond feedback from financial partners and identify actionable improvements (eg to database and Donation Portal) to meet donor, campus staff and team needs. • Support the implementation of new technologies and developments, to assist donors, improve the financial partnership experience, streamline inquiries to improve service outcomes. • Test updates of the Donation Portal. <p>Complete other duties as assigned by the National Administrator.</p> <ul style="list-style-type: none"> • Self-learning and self-caring: <ul style="list-style-type: none"> ○ Engage in the processes of Staff Learning and Development, including undertaking the annual feedback and planning processes with the Team Leader (Communications & Staff Support). ○ Monitor and maintaining your wellbeing, including taking leave.
Relationships	<p>The Financial Partnership Support Team Member will:</p> <ul style="list-style-type: none"> • report to the National Administrator for day-to-day matters • regularly participate in the AFES National Office team meetings • provide customer service to AFES financial supporters, campus staff and student affiliate groups. • liaise with and support the functions of the Staff Support Team, the Finance Team and Partnership Support Coach.
Special circumstances	<p>This position full time and regular work is to be performed at the AFES National Office, Kingsford, or remotely as agreed. As such the incumbent will be expected to participate in the broader AFES National Office team meetings when present. It also requires attendance including travel to and from annual AFES conferences at hours outside those normally worked, including Staff Conference and National Training Event.</p>
Qualifications	<ol style="list-style-type: none"> 1. Character as outlined in the Code of Conduct for AFES workers. 2. Doctrine as outlined in the Doctrinal Statement for AFES workers. 3. Appropriate qualifications or demonstrated experience. 4. Working with Vulnerable People Check (or relevant State Equivalent).
Competencies	<ul style="list-style-type: none"> • Communication • Balances Stakeholders • Collaborates • Decision making • Problem solving

Skills	<ul style="list-style-type: none">• Accurate and thorough with high attention to detail, especially when performing repetitive tasks.• High computer literacy including skills in the Office365 suite, email clients, web-browsers, and the ability to quickly become competent using FileMaker Pro and MYOB.• Ability to work independently to manage time, set priorities and plan workload to meet objectives and deadlines.• Excellent communication skills with a customer service focus.• Excellent team player, contributing positively to a team environment.• Ability to maintain confidentiality of staff and donor information.
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