

Role Title	Financial Partnership Support Team Member
Reports to	Financial Partnership Support Team Leader
Date	April 2024
Purpose	<p>As a member of the Financial Partnership Support 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 of and Doctrinal Basis of AFES and the values of the Financial Partnership Support team.</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>Evangelise</u> students by proclaiming Jesus as Lord • <u>Encourage</u> growth toward Christian maturity • <u>Train</u> students in the skills and character to serve Jesus and His people • <u>Send</u> 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 Financial Partnership 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 enquiry, 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 financial partner care, via professional and timely communication via email, phone and mail. • Capture financial partner 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 regular financial partnership support team meetings • Actively participate in the broader AFES National Office team meetings and be willing to serve at national conferences as required. • Provide support to the Financial Partnership Support Team leader with tasks relating to Trust funds, bequests and fund distribution from internal accounts such as the New Ministry Initiative and Where Most Needed funds. <p>Daily tasks:</p> <ul style="list-style-type: none"> • Follow up all missed or potentially missed donations by attending to daily database and excel reports. • Attend to all inbound calls, such as follow up phone message received, updating contact or payment details (i.e credit card expiry dates). • Attend to email enquiries usually within a 24-hour period. • Process physical mail including cheques and other donor requests and distributing non-donation related enquiries for action as appropriate.

	<ul style="list-style-type: none"> • Process direct deposit donation transfers by importing csv bank statements into FileMaker Pro and managing financial partner data. • Manage the integrity of financial partner data including the merging processes and new financial partner data. • Manage database, donation portal and bank reconciliation processes. <p>Improvement:</p> <ul style="list-style-type: none"> • Respond to feedback from financial partners and identify actionable improvements (eg to database and Donation Portal) to meet financial partner, campus staff and team needs. • Support the implementation of new technologies and developments, to assist financial partners, improve the financial partnership experience and streamline enquiries to improve service outcomes. • Test updates of the Donation Portal and FileMaker Pro. <p>Complete other duties as assigned by the Financial Partnership Support Team Leader</p> <p>Self-learning and self-caring:</p> <ul style="list-style-type: none"> • Engage in the processes of Staff Learning and Development, including undertaking the Annual Responsibility Plan each year and 360 Review every three years. • 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 Financial Partnership Support Team Leader for day-to-day matters • regularly participate in the AFES National Office team meetings • regularly participate in the Financial Partnership Support team meetings • provide customer service to AFES financial partners, campus staff and student affiliate groups and general public. • liaise with and support the functions of the Staff Support Team, the Finance Team, and Partnership Support Coach.
Special circumstances	<p>This position is 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	<ul style="list-style-type: none"> • Character as outlined in the Code of Conduct and Doctrine for AFES workers. • Doctrine as outlined in the Doctrinal Statement for AFES workers. • Appropriate qualifications or demonstrated experience in customer service and IT. • Working with Vulnerable People Check (or relevant State Equivalent).
Competencies	<ul style="list-style-type: none"> • Communication • Problem solving • Collaborates • Decision making • Balances Stakeholders

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