

**JOB DESCRIPTION**

**Customer Services Administrator**

**within Fundraising**

**RESPONSIBLE TO:**

Supporter Services Supervisor

**AIM OF THE JOB:**

To provide excellent customer service to the charity’s supporters and process charity income in an efficient manner maintaining the supporter database to the highest standards.

**MAIN DUTIES AND RESPONSIBILITIES:**

* To be responsible for all areas of customer care including telephone orders, donations, memberships and general enquiries
* Answer all supporter enquiries in a professional and timely fashion
* To create, amend and allocate payments to supporter records using data processing systems
* To ensure the supporter receives the correct communication
* To create and maintain accurate supporter records
* To allocate, reconcile income and produce daily reports
* Take Direct Debits over the telephone following the legal requirements of the DD Scheme
* To administer and reconcile all charity income paid by Direct Debit (DD)
* Processing all payments from third party agencies e.g. Just Giving

**OTHER DUTIES AND RESPONSIBILITIES:**

To undertake other job-related tasks as directed by the Fundraising Data Officer.

**HEALTH & SAFETY**

* To comply with the policies of World Horse Welfare to ensure that risks within the working environment are reduced as low as reasonably practicable
* To raise any health and safety concerns with your Line Manager or the Health & Safety Officer based at Head Office

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **EXPERIENCE** | * Data inputting * Customer services * Telephone sales | * Working knowledge of mail order systems |
| **KNOWLEDGE/SKILLS** | * Excellent telephone skills * Excellent oral and written communication skills * Excellent keyboard skills * Ability to communicate with people at all levels * Computer literate with a good working knowledge of Microsoft Windows | * Understanding of the function of fundraising databases |
| **PERSONAL QUALITIES** | * Excellent attention to detail * Ability to prioritise workload * Flexible approach to working * Ability to work as part of a team and on own initiative * Work well under pressure |  |