

Position Description: Fundraising Engagement Officer

The Fundraising Engagement Officer will support the Fundraising Team in their work to better engage with donors across the party. We are looking for a confident communicator who can speak directly with donors and supporters to assist them with, among other things, updating payment details and information in our central CRM.

This role will have a positive impact on improving fundraising outcomes for the Party, help build better supporter experiences, alongside the opportunity to have positive and long-lasting impacts on Australian politics.

Expectations

- **Undertake supporter calls** to maintain payment details, and update these in our CRM:
 - Call supporters and members to update their credit card details alongside an automatic email and text journey.
 - Call supporters and members whose recurring transactions have failed.
 - Respond to supporters/members either requesting their donation to be cancelled or requesting a call to update their payment details.
- **Support the Bequest Coordinator** to follow up bequest leads and welcome new and nurture existing members of our bequest program:
 - Bequest considerers are encouraged to consider a bequest, and the EverGreen booklet and letter is posted or emailed. Follow up within 12 months.
 - Bequest confirmed supporters are called, information is confirmed, they are thanked, welcomed to EverGreen and sent a welcome pack (card + pin).
- Undertake **thank you calls** to donors for recent donations of \$500 or more.
- Undertake **fundraising calls** for support to State/Territory/Federal elections plus to acquire new regular donors.
- Provide regular feedback to your manager and the Fundraising Team about any issues with the effectiveness of the messaging to deliver, or systems necessary to support the work.
- Engage in the workplace according to the organisational values described [here](#).

- Undertake other tasks as reasonably directed by your manager.

Selection Criteria

- Friendly phone manner and an ability to actively listen
- Can use a script and also converse naturally
- An understanding of, and commitment to, Greens principles
- A desire to contribute, in a working capacity, to something you believe in
- An appropriate Australian or New Zealand work visa (if applicable).

Bonus points for

- Experience in a call centre or volunteering for phone-call campaigns
- Experience working or volunteering with community/activist groups
- An interest in Australian politics

Relationship to Others

Directly supervised by: National Fundraising Program Team Leader

Works closely with: The Fundraising & Engagement teams of the National Office

Location

This role is to be undertaken remotely from home.

Conditions

This is a part-time position for at least 3 days / 22.8 hours per week, for an initial six month trial period, with a view to ongoing and increasing hours as funding is available.

The position is subject to the conditions of the "The Australian Greens Staff Collective Agreement" and will start with a classification under this agreement Support 1 at pay level 3 with a full-time-equivalent salary of \$76,144. Superannuation is also paid at the rate of 12%.

Applications

The Australian Greens are committed to building a diverse and inclusive team and culture. We strongly encourage applicants from a diverse range of genders, ages, sexual orientations, cultures, language groups, abilities, and experiences to apply.

Applications must include a CV and separate statement addressing all the selection criteria included in this position description.



Applications should be emailed to national.manager@greens.org.au with the subject line:
[your name] – Fundraising Engagement Officer application.

Enquiries to the National Fundraising Program Team Leader, Sonya Semmens by phone 0419 689 364 or email to sonya.semmens@greens.org.au

The closing date for applications is Monday 11 August 2025.