



**Donor Database Administrator
(Permanent Full Time Position)**

Guide Dogs Victoria (GDV) is one of the best known and respected charities providing a range of free vision and mobility services to people who are blind or vision impaired. GDV facilities are based in Kew, Victoria. An exciting opportunity exists for a conscientious, motivated and suitably qualified person to work in our Marketing/Fundraising team.

The suitable candidate will be required to demonstrate success in fundraising administration and experience in using a donor database system (e.g. Donor Management or equivalent).

Reporting to the Marketing and Fundraising Manager, this person will

- Be responsible for processing and receipting of donations, maintaining and updating donor database and fulfilling new donor and pledge program benefits
- Be responsible for the preparation and dispatch of direct mail campaign data, regular campaign performance reports and the profiling of various donor segments
- Be the principal contact with current and prospective donors, handling phone, mail and email enquiries with confidence and poise.

The successful candidate will have:

- Excellent computer literacy especially experience with donor databases (MIS Donor Management an advantage but not essential), Word, Excel and Outlook.
- Demonstrated customer service experience
- Mature and professional approach and presentation, with excellent eye for detail, communication and interpersonal skills, including the ability to communicate sensitively and effectively with all stakeholders
- Experience with reception/switchboard relief an advantage but not essential

A salary package commensurate with skills and experience will be negotiated and will be comprised of taxable salary and tax free benefits.

Applicants must be familiar with the Position Description which can be requested by contacting Guide Dogs Victoria on (03) 9854 4444.

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Applications close: 15/3/2010