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**Supporter Contact Coordinator**

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| **Job level** | Level 2 - Practitioner/Administration | **Reports to** | Supporter Contact Manager |
| **Directorate** | Fundraising, Marketing and Engagement | **Function** | Supporter Contact Coordinator |
| **Contract**  | Fixed Term | **Location** | Regent’s Park |

**Responsibility for resources**

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| **Direct line reports** | Staff | **Responsibility for other resources** | Confidentiality & PCI Compliance |
| **Financial resources** | None |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The Supporter Contact team’s overall objective is to deliver excellent customer service. We are a single point of contact for general enquiries, as well as being the portal through which other ZSL products and experiences can be sold and booked.

To handle all elements of supporter contact (phone/email/mail/chat/admin) ensuring that:

* Feedback is listened to/creates positive change
* Revenue is maximised
* World class levels of service are provided
* ZSL work is promoted (inspiring, informing and empowering people to stop wild animals going extinct)
* All regulatory requirements are adhered to (GDPR/PCI)

**Key responsibilities**

1. Provide exceptional levels of customer service to visitors, fellows, members, patrons and the general public verbally and in writing and take ownership for any necessary follow-up following contact (phone/email/chat/visits/mail/admin) in line with service level agreements
2. Stay up to date with ZSL knowledge and ensure that always have the appropriate messaging to promote the work of the organisation and stop wild animals going extinct.
3. Work to the agreed KPI and Objectives provided. While meeting personal and team targets in this area.
4. Maximise ZSL revenue through the sale and promotion of tickets, memberships, membership upgrades, Gift Aid, experiences, donations and any new appropriate products.
5. Undertake proactive outbound campaigns and maximize the recruitment and retention activity across all ZSL’s customers
6. Process and handle sensitive financial information and take payments ensuring that all regulatory requirements are adhered to.
7. Complaint resolution and adherence to organisational policies.
8. Undertake several administrative tasks to support the work of the wider team e.g. reporting, posting, processing direct debit payments etc. General office administration duties. Accurate and effective data capture and CRM utilisation.
9. Maintain a working knowledge of Bankers Automated Clearing Systems (BACS) direct debit processes, and HM Revenue & Customs (HMRC) Gift Aid processes and how these interact with our CRM database
10. A thorough understanding of animal emergency procedures and the role of the Supporter Services team during drills and incidents
11. Undertake any other responsibilities, tasks or activities as reasonably required

The duties and responsibilities described are not a comprehensive list and additional tasks

may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience |

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| Essential | * Educated to A level standard or equivalent
* Good understanding of what constitutes excellent customer service. A people person and a natural communicator.
* Sound experience in a sales, customer-facing or supporter services/contact environment.
* Target focused based on team and personal KPIs.
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| Desirable  | * Knowledge of customer service systems such as Genesys or PureCloud.
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| Knowledge and skills |

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| Essential | * Highly organised with excellent problem-solving skills.
* Excellent interpersonal, communication skills and a high level of credibility are a must for this role
* Demonstrable experience of working in a team and supporting colleagues
* Excellent administration skills and attention to detail is essential
* An ability to handle difficult situations whilst maintaining calm and positive attitude.
* Sound experience in a sales, customer-facing or supporter services/contact environment.
* Intermediate skills in using MS office packages, specifically Word and Excel.
* Experience within a visitor attraction and global entertainment sector.
* Excellent written skills with an ability to handle complex queries articulately.
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| Desirable | * A qualification in customer service would be desirable
* CRM System knowledge of Tessitura
* Proactive and positive with a passion for the work of ZSL.
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| Additional requirements |

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| Essential | * Understanding logistics of a non-profit organisation and actively embrace the values of ZSL both in and outside of work.
* Good working knowledge of external rules and regulations that impact on the team’s work – specific focus on Bankers Automated Clearing Systems (BACS) for direct debit processes, and HM Revenue & Customs (HMRC) for Gift Aid processes.
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