



## **Supporter Relations Representative - (Donor Facing)**

### **Médecins Sans Frontières Australia**

Médecins Sans Frontières is the world's leading independent organisation for medical humanitarian aid. We offer medical assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

As Supporter Relations Representative (Donor Facing) you will be responsible to perform critical donor facing tasks between our organisation and its current and potential supporters. The Supporter Relations Representative will mainly accept ownership for effectively handling supporter phone calls and emails to address all requests, issues, complaints and inquiries keeping supporter satisfaction at the core of every decision and behavior.

The candidate must have excellent communication skills both written and oral and the ability to apply a high level of attention to detail. Experience with major database systems as well as the ability to perform data-entry in an accurate and timely manner. Candidates must have the current right to work in Australia.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds and people with disabilities

For a copy of the job description including the full selection criteria, please see the job description on the MSF website: [www.msf.org.au](http://www.msf.org.au)

Applications **MUST** address individual selection criteria, with a cover letter telling us why you want to work for MSF and include your CV.

**Applications & enquiries to the HR Advisor, [officerecruitment@sydney.msf.org](mailto:officerecruitment@sydney.msf.org)**

**Closing date: Applications will be reviewed as received. Please apply as soon as possible.**

Médecins Sans Frontières Australia salary package includes:

- Salary packaging - eligible employees are able to "package" up to \$15,999 AUD of their annual base salary towards a non-cash benefit, therefore lowering their taxable salary. In addition to the above packaging, employees can choose to package a further portion of their salary (up to AUD 2,250) to a Meal and Accommodation Mastercard.
- Additional benefits up to the value of \$1,150 AUD per annum - to be used towards your choice of private health insurance, additional superannuation, gym/fitness classes or membership, public transport, annual fee for salary packaging card.
- Annual leave - 20 days per year with ability to purchase additional 10 days per year for eligible employees.
- Insurance - MSF also provides life insurance and salary continuance insurance for eligible employees