



Volunteer Position: Chimp Guardian Administration Assistant

Supervisor: Jessica Oliver

Flexible Location: Remote/Online/Office based at Taronga Zoo (if you prefer)

Time Commitment: 2-3 hours per week

Overview:

Join the Jane Goodall Institute Australia as a Chimp Guardian Administration Assistant, supporting our Regular Giving Program. Reporting to the Fundraising and Communications Coordinator, you will play a vital role in ensuring a seamless experience for our Chimp Guardian donors who sponsor individual chimpanzees at the Tchimpounga sanctuary.

Key Responsibilities

Chimp Guardian Inbox Management:

Manage the Chimp Guardian inbox, responding to donor inquiries promptly and professionally. Ensure that all queries are addressed and resolved in a timely manner.

Handling Confidential Information:

Manage confidential personal information changes, such as address or payment information updates, ensuring donor privacy is maintained. Forward any changes to the relevant supervisor.

Welcome Pack Distribution:

Coordinate and send out welcome packs to new Chimp Guardians, providing them with essential information and a warm introduction to the program.

Monthly Donor Updates:

Assist with preparing the monthly updates on the sponsored chimp for donors, ensuring accurate and engaging content.

Program Familiarity:

You will receive training and an introduction to the Chimp Guardian sponsorship program. Gain a thorough understanding of the Tchimpounga sanctuary and how the Jane Goodall Institute Australia supports the program.

Potential for Role Expansion:

Explore opportunities to create additional communication pieces to enhance donor engagement. Support in the development and execution of social media content related to the Chimp Guardian program.



Jane Goodall Institute
Australia

Qualifications:

- Excellent written and verbal communication skills.
- Strong organisational and administrative abilities.
- Attention to detail and commitment to providing outstanding donor service.
- Interest in wildlife conservation and the mission of the Jane Goodall Institute.

Benefits:

Gain experience in nonprofit administration and donor relations.
Opportunity to contribute to the welfare of chimpanzees and support a renowned conservation organisation.
Training and comprehensive program overview provided.

To apply, please submit your CV and cover letter to Jessica Oliver at jessica.oliver@janegoodall.org.au

JGIA is an equal opportunities employer, and is always actively looking for applicants from a diverse range of genders, cultures, language groups, abilities, and experiences to apply.

JGIA believes that it is our duty to ensure that we do everything we can to keep children safe. We have a responsibility to those children that we come into contact with, and as an organisation, we are committed to ensuring the safety of children by not harming them or placing children at risk. As part of the screening process, candidates will be required to complete a Working with Children Check.