

**Supporter Relations Specialist  
Box Hill  
Permanent and Casual positions**

CBM Australia is an international Christian development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world. We partner with local organisations with the aim of building and promoting an inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential. CBM Australia is a key member of the CBM global network and has in its remit strong field programming and advocacy work as well as fundraising.

The role of the Contact Centre Supporter Relations Specialist sits within the Supporter Services Team (SST). SST are highly regarded by CBM Australia and are the face of the work we do in improving the lives of persons with disability to our valued supporters.

The role of the Contact Centre Supporter Relations Specialist is to receive process and respond to CBM Australia supporter correspondence, whilst initiating and implementing corrective action as needed. Introducing sales, product placement and first call resolution when necessary in order to ensure that an excellent standard of service and a high level of supporter satisfaction is maintained. To coordinate the handling of difficult /atypical requests as well as to provide professional written CBM messaging and prepare and provide supporter service summary reports.

**The Contact Centre Supporter Relations Specialist will have:**

- A strong and genuine desire to make the world a better place;
- A commitment to excellence in delivering sales through service. The ability to identify opportunities to further engage the supporter as well as drive supporter retention and nurture;
- Strong verbal communication skills. Can speak clearly and can be easily understood across the phone or in person. Seeks out and builds relationships through conversations with supporters;
- Strong written communication ability for letter and email writing and reporting. Has the ability construct professional written material including reporting that is tailored to effectively reach the supporter audience, signalling CBM messages well to the supporter;
- An understanding and experience of verbal product placement within supporter calls;
- Strong first call resolution ability and critical thinking skills. The ability to navigate through a call and drive that call to a successful outcome;
- Conflict resolution skills. Committed to finding an effective and peaceful resolution in line with organisation standards and culture that leaves the supporter/client feeling heard and educated;

- Excellent analytical ability. The ability to approach supporter issues and problems by using a logical, systematic, sequential approach outlined by CBM Australia;
- Has the ability to tailor the content of speech to the level and experience of the supporter;
- Strong listening skills. The ability to listen actively and act upon verbal cues. Will take a personal interest in supporters through calls by using the information retained from active listening.

Along with your commitment to CBM Australia's mission and values, this is an outstanding opportunity to contribute to the ongoing growth and development of CBM and its work.

CBM Australia wants to recognise and reward our staff and can offer a number of attractive benefits; salary packaging, flexible working conditions, professional development opportunities.

A full Position Description can be obtained from our website [www.cbm.org.au](http://www.cbm.org.au).

CBM Australia is committed to workplace equity and diversity and encourages applications from Australian Residents with diverse cultural backgrounds and people with a disability.

CBM Australia is committed to the safety and best interest of all children accessing CBM supported services and programs and workplace.

Relevant background checks including working with children, police and reference checks will be completed prior to the preferred candidate's employment being confirmed.