

## **Supporter Services Lead (Maternity leave position)**

**Full time**  
**Box Hill Location**

### **About us**

CBM Australia is Australia's only International Development organisation focussed on improving the quality of life of people with disabilities in the poorest countries. As a global leader in inclusive development, CBM partners with local organisations to build and promote an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential. It does this because it is a Christian organisation committed to ending the cycle of poverty and disability. It does this through field programs, inclusive development advisory, social justice advocacy and fundraising. CBM Australia is key member of the CBM Global network.

### **About the role**

This Contact Centre leadership position is responsible for the day-to-day management of the Supporter Relationships Team, with the following responsibilities:

- Increase income growth from the portfolio in line with team and department objectives
- Team leadership through managing towards sales targets and KPIs
- Meet Supporter Relationship's strategies, sustainability targets and objectives
- Provide knowledge, direction and implementation of public engagement efforts, information, processes and procedures
- Provision of timely feedback across all channels in timely, efficient and professional manner
- Accurate and timely report generation and delivery
- Supporter generated administration
- Development and nurture of Supporter relationships

### **About you**

The successful candidate will bring the following:

- At least 3 years proven leadership in Contact Centre environment with telemarketing and sales experience
- Knowledge of data led and target oriented Contact Centre approach along with proven learning programs
- Experience in managing and coaching a small and committed team

- Exceptional skills in verbal and written communication and collaboration with a wide variety of stakeholders
- Strong conflict resolution abilities
- Sound administration and organisational skills with high level of accuracy
- Demonstrated attention to detail in a fast-paced environment
- Understanding of the needs and interests of supporters and conversion with relationship development approaches
- Demonstrated ability to work autonomously and as part of the team

### Apply

CBM Australia offers competitive salary packaging, flexible working conditions and professional development opportunities.

If you would like to join our organisation please [Click Here](#) and include a cover letter addressing your interest and what you have to offer. For further information, a full Position Description can be obtained from our website [www.cbm.org.au](http://www.cbm.org.au). Applications close 24<sup>th</sup> January 2021, applications will be reviewed as received.

### Background checks

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, 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.