



POSITION TITLE: Inbound Supporter Relationships Specialist
DEPARTMENT: Public Engagement
DATE: November 2023
REPORTS TO: Supporter Relationships Team Lead
FTE: Full Time
LOCATION: Richmond, Melbourne (Remote)

CBM AUSTRALIA

CBM Australia is Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

ORGANISATIONAL VISION

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

ORGANISATIONAL MISSION

CBM is fighting to end the cycle of poverty and disability.

DEPARTMENTAL OBJECTIVE

A more diverse and growing number of individual Australians and organisations are inspired to join with us in advancing the rights of people with disabilities in the poorest communities.

RESPONSIBLE FOR

The role of the Inbound Supporter Relationships Specialist is to receive, process and respond to CBM Australia supporters and potential new supporters who phone or email. The role includes taking direct donations, uplifting donations, answering questions and providing information to ensure strong experience is provided to engage, nurture and ensure giving. Strong system use will ensure data is accurately captured and stored, and corrective action and voice of supporter is captured. Sales, product placement and first-call resolution is required to ensure an excellent standard of service and a high level of supporter satisfaction is maintained. Professionally written CBM messaging, delivered via email is delivered in a timely way or escalated appropriately to ensure retention of supporters. In addition to the inbound and administration tasks, you may also be required to undertake outbound telemarketing activities from time to time.

SUPERVISES

Nil

MAIN ACTIVITIES

1. Inbound Call Handling, Multi- Channel Correspondence, and feedback management

- Incoming calls from supporters are answered promptly and courteously.



- Processing credit card donations.
- Handle all queries in accordance with first call resolution measures.
- Liaise with applicable internal stakeholders to progress investigations and responses through to a resolution and to enhance donor service offerings.
- Create and maintain donor responses in accordance with CBM's messaging standards.
- All donor correspondence via email and social media is managed effectively, professionally, and promptly.

2. Outbound Call Handling

- To service targeted Outbound campaigns using effective sales skills and product knowledge.
- Consistent product placement within donor calls.
- Perform donor nurture calls as requested.

3. Administration

- Knowledge and understanding of mailing schedules, information, and processes.
- Carrying out administration tasks associated with CRM database.
- Team participation and support.

Specific outcomes required:

- Donations are processed accurately and with high attention to detail.
- Provide specialist donor customer service as well as identifying and understanding customer demands with excellent, efficient, and courteous customer service.
- Donors are valued through a combination of nurture techniques to promote positive donor reinforcement and CBM engagement promoted.
- Develop and maintain excellent relationship between CBM and its supporters.
- Donor feedback created and responded to professionally, efficiently, and in line with CBM messaging and departmental KPI's, specifically first-call resolution.
- Professional written material successfully conveying CBM messaging is provided to all donors.
- Thorough knowledge of the work of CBM.
- Administration tasks carried out efficiently and accurately.
- Effective and timely communication with supporters regarding queries and responses.
- Sales and departmental KPI's and turnaround times are met.
- Outbound call campaigns include CBM Australia product placement and associated sales elements applicable to the campaign.

KEY SKILLS/QUALITIES



- 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 donors. Has the ability to tailor the content of speech to the level and experience of the donor.
- Strong listening skills, the ability to listen actively and act upon verbal cues. Will take a personal interest in donors through calls by using the information retained from active listening.
- Conflict resolution skills. Committed to finding an effective and peaceful resolution in line with organisation standards and culture that leaves the donor/client feeling heard and educated.
- Strong first-call resolution ability and critical thinking skills. Has the ability to navigate through a call and drive that call to a successful outcome.
- Ability to demonstrate and empathise with CBM core values and mission.
- Excellent analytical ability. Has the ability to approach donor issues and problems by using a logical, systematic, sequential approach outlined by CBM Australia.
- Call centre sales skills. Has the ability to identify and introduce cross-selling techniques to further engage the donor as well as drive and complete a donor call successfully.
- Strong written communication ability for letter and email writing to effectively engage the donor audience while signalling CBM messages well to the donor.
- Sound administration and organisational skills, including strong attention to detail.
- Ability to adhere to departmental standards and processes.
- Ability to work as part of a team and take appropriate initiative.
- Enthusiasm for the mission of CBM Australia and alignment/comfort with being part of a faith-based organisation.

INTERNAL CONTACTS

PE Director and all PE Teams, including volunteers.

ICT and CRM teams, International Programs, Inclusive Development, Business Operations and CEO's departments.

LEVEL OF DIRECTION OR SUPERVISION

Direct report to Supporter Relationships Team Lead.