



**POSITION TITLE:** Supporter Relationships Telemarketer  
**DEPARTMENT:** Public Engagement  
**DATE:** November 2023  
**REPORTS TO:** Director of Public Engagement  
**FTE:** Part Time (0.8)  
**LOCATION:** Richmond, Melbourne (Remote)

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### **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**

Responding to the needs of our donors with the highest level of customer service, with an emphasis on increasing donor gifts, loyalty, and engagement; through sales ability and a sound knowledge of the work of CBM. In this role you will perform outbound calls to increase donations through sales skills, a sound knowledge of the work of CBM and genuine nurturing and thanks.

### **SUPERVISES**

Nil

### **MAIN ACTIVITIES**

#### **1. Outbound/ Telemarketing Calls**

- To service targeted Outbound campaigns using effective sales skills and product knowledge
- Perform donor nurture calls as requested.
- Applicable campaign targets and KPI's achieved.
- Cross selling into other CBM products and initiatives

#### **2. Administration**



- Knowledge and understanding of mailing schedules, information, and processes.
- Carrying out administration tasks associated with DMS database.
- Processing credit card donations.
- Processing return letters.

### **3. Responding to donors who correspond with CBM**

- Incoming calls are answered promptly and courteously.
- Answer queries from supporters either by phone, writing or email promptly, efficiently, accurately, and courteously.
- Calls responded to within KPI's as documented in Contact Centre policies.
- Excellent retention and support of CBM through donations, event registration, prayer, and any other means of supporting CBM.

#### **Specific outcomes required:**

- Key sales targets are managed and met.
- Develop and maintain excellent relationship between CBM and its supporters.
- Thorough knowledge of the work of CBM.
- Effective and timely communication with supporters regarding queries, responses to campaigns and information sent to them.
- Provide excellent, efficient, and courteous customer service to both external and internal customers.
- Administration tasks carried out efficiently and accurately.
- Donations and data entries are processed accurately and with appropriate detail.

#### **KEY SKILLS/QUALITIES**

- Proven sales abilities within a contact centre environment.
- Ability to handle objections effectively.
- Excellent customer service skills.
- Ability to adhere to departmental standards and processes.
- Strong oral and verbal communication skills.
- Strong listening skills.
- Conflict resolution skills.
- Ability to work as part of a team and take appropriate initiative.
- Sound administration and organisational skills, including strong attention to detail.
- 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.