



POSITION TITLE:	Outbound Supporter Relationships Telemarketer
DEPARTMENT:	Public Engagement
DATE:	May 2025
REPORTS TO:	Supporter Relationships Lead
FTE:	Full Time FTE 1.0
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.

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS

CBMA is committed to the protection and safety of all children and vulnerable adults that come into contact with our organisation and programs. All staff are required to understand and comply with CBM Australia's Safeguarding Policy and Prevention of Sexual Exploitation, Abuse and Harassment Policy, Code of Conduct and Safeguarding Behaviour Statement.

- This role requires CBMA representation when visiting the field (internationally and domestic)
- This role has contact with children when visiting the field and requires a current Working with Children Check.

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.

REPORTS TO

Supporter Relationships Lead

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 CRM 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.