

POSITION DESCRIPTION



Contact Centre Representative
(Outbound Phone Team)

DEPARTMENT	Australian Program Team	LOCATION	TEAR’s National office, Blackburn, VIC
REPORTS TO	Contact Centre Lead	DIRECT REPORTS	None
TYPE	Part-time 3 days	LAST UPDATED	September 2019

POSITION PURPOSE

TEAR Australia’s Contact Centre Representative will be at the frontline of engagement with our supporters in Australia. The Contact Centre Representative is passionate about addressing poverty and injustice in our world and thrives on interacting with and inspiring others. They have a drive and hunger to achieve personal and team targets through effective telemarketing to develop our supporters’ relationships with TEAR and to encourage financial support, campaigning and prayer.

POSITION ACCOUNTABILITIES

RESPONSIBILITY	OUTCOME	
<p>TEAR MISSION AND VALUES This position supports TEAR’s Australian Program strategy to inspire and empower Australian Christians to respond to poverty and injustice. This role particularly furthers TEAR’s values of relationships, learning from others and participation.</p>	<p>Strategies are implemented that improve the experience of supporters engaging with TEAR and our supporter base is growing in their knowledge and response to global poverty in line with TEAR’s Christian values and ethos.</p>	<p>Fundamental</p>
<p>TEAR’s phone calling program is growing healthier relationships with supporters</p> <ol style="list-style-type: none"> 1. Campaigns invite supporters into a deeper relationship with TEAR to achieve campaign outcomes 2. Supporter feedback is applied to refine and improve each new campaign 3. Supporters are encouraged to take further steps in their journey of justice through invitations to go deeper with TEAR 	<ol style="list-style-type: none"> 1. Engagement between TEAR and prospective, existing and lapsed supporters is increasing through phone-based conversations 2. Campaigns are increasingly effective through phone-based activities that achieve objectives 3. Supporters’ experience and relationship with TEAR is monitored and timely feedback is captured 	<p>60%</p>

<p>TEAR's campaigns are increasing in effectiveness</p> <ol style="list-style-type: none"> 1. Insight from the Supporter Development Officer is considered with the design of each campaign 2. Activities allocated to the calling program are well-planned and delivered. 	<ol style="list-style-type: none"> 1. More supporters are engaging with TEAR campaigns through the phone calling program 2. Opportunities to improve supporter relationships are identified and incorporated into campaign planning 	<p>40%</p>
<p>Organisational citizen</p> <p>Role model TEAR's Christian values and be a positive example for both supporters and TEAR staff.</p> <p>Participate in the spiritual life of TEAR.</p>	<ol style="list-style-type: none"> 1. TEAR's Christian values are lived out. Stakeholders experience excellence in engagement. support from People and Culture. The Supporter Development Lead models a 'One TEAR' approach to work. 2. Lead devotions as part of a roster. Provide prayer support to TEAR's Christian staff and supporters as appropriate. 	

POSITION REQUIREMENTS

<p>MUST HAVE</p>	<ul style="list-style-type: none"> ○ Commitment to TEAR's Christian mission, values and ethos ○ Ability to encourage others in their faith and justice journeys, and to influence supporters to provide financial support to TEAR as a meaningful and impactful way to respond to global poverty and injustice ○ Self-motivation, tenacity, enthusiasm and energy ○ Have strong interpersonal skills – warm, empathetic and outgoing ○ Ability to thrive in a sales-like environment ○ Demonstrable track record achieving targets ○ Experience keeping accurate records of sales activities ○ Ability to be adaptable and flexible in your approach to work ○ Have the ability to work in TEAR's National Office, and from home when required
<p>HIGHLY REGARDED</p>	<ul style="list-style-type: none"> ○ Knowledge of international aid sector ○ 2+ years' experience in fundraising and/or direct marketing ○ Experience working in customer service or donor service environments

Everyone at TEAR is responsible for workplace safety both in terms of their own behaviour and taking action to resolve safety issues they become aware of.

The Supporter Development Officer will at all times carry out her/his responsibilities with due regard to TEAR Australia's commitment to safeguarding children and vulnerable people in accordance with TEAR's Safeguarding Policies.

TEAR values diversity and each staff member is expected to demonstrate a commitment to gender equality.

KEY POSITION RELATIONSHIPS

Internal

- Supporter Development Lead
- Head of Fundraising
- Supporter Development Officer
- Australian Program Director
- Australian Program Leadership Team
- Transformational Giving Manager
- Finance and Administration Staff

External

- Existing supporters
- Lapsed supporters
- Prospective financial supporters

TEAR MISSION

TEAR Australia is a Christian development, relief and advocacy organisation responding to global poverty and injustice. Our vision is for a just and compassionate world in which all people have the opportunity to achieve their God-given potential. To work at TEAR is to live out your vocation; a space where your faith, passion for justice and skills intersect. TEAR offers generous salary packaging benefits, a friendly and flexible work environment, and will challenge you on your faith journey.

We will

- *Inform, challenge and empower Australian Christians to make biblically-shaped responses to poverty and injustice.*
- *Support community-based Christian groups, churches and mission organisations around the world as they work holistically with poor communities in development, relief and advocacy.*
- *Adhere to biblical teaching, and evaluate our work and attitudes in its light.*
- *Maintain a low-cost administration regime in order to maximize the funds allocated to project partners.*

TEAR VALUES

As a faith-based Christian organisation, TEAR Australia seeks to adhere to biblical teaching and evaluate work and attitudes in its light. Consequently TEAR Australia aspires to the following values:

A commitment to the poor

A commitment to the whole person

A commitment to justice

A commitment to prayer

A commitment to relationships

A commitment to participation

A commitment to excellence

A commitment to learn from others

A commitment to collaboration

A commitment to accountability