

# Volunteer role description

## Volunteer Call Centre & Administration Support Role

<b>Department</b>	<b>Supporter Services Centre</b>
<b>Availability</b>	<b>Ongoing position</b>
<b>Location</b>	<b>North Melbourne</b>
<b>Category</b>	Contributing to our operational work

**Building an inclusive, diverse and active humanitarian movement based on voluntary service**

### Role purpose

The Volunteer Call Centre & Administration Support role will play an integral part in engaging our supporters by proactively calling and conducting a "Thank You" and "Welcome" call.

Also support the administration tasks of the Financial & Transaction Reconciliations Team in their day-to-day functions.

### Role responsibilities

- Perform general clerical duties to include, but not limited to, copying, reprinting of receipts, mailing and filing and maintain the current auditable filing system.
- Support the Transaction team in the timely and accurate processing, banking and receipting of donation and fundraising, income and membership fees.
- Work towards retaining supporters throughout the donor lifecycle via outbound channels by making "Thank-you" and "Welcome" calls to financial supporters and accurately documenting the outcome of calls.
- Demonstrate positive communication and engagement with Red Cross supporters, to enable the development and maintenance of effective relationships where possible.
- Provide feedback and handover any queries or concerns to the relevant team members.
- Maintain accurate records of calls to supporters on allocated call sheets and/or Red Cross databases
- Standard Red Cross hours are between 9am – 5pm Monday to Friday. This role may be required to respond to organisation priorities such as inbound queue work and disaster response – which may require additional duties outside of usual working hours.

### Knowledge, skills and experience

- Basic admin skills and knowledge of Microsoft Office including email
- At ease working independently or as part of a team to share the workload
- Strong skills in entering data from various sources

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- Comfortable speaking on the phone with a broad range of culturally diverse clients
  - Experience working in customer service, call centres not essential but beneficial
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### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
  - Working with Children's Check relevant to your state / territory location
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### Learning and development

- Complete Red Cross online learning modules as required
  - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
  - Attend scheduled volunteer meetings, a minimum of two per year
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### General conditions

We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

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