



Volunteer Position

Position Title: Donor Contact Volunteer – Outbound Customer Service

Position Description (app. 25 words or less): The Donor Contact Volunteer position assists the Donor Services Team in the provision of a high level of outbound calling customer service within the national office of Oxfam Australia.

Section/Unit: Donor Contact Team, Donor Development Unit

Start Date: October 2005 **Finish Date:** December 2005 (potentially ongoing)

Days/hours per week:

- 2.5 hours each Thursday evening (5.30–8:00pm), for a minimum commitment of two months

Can the task/s be performed outside the office and/or office hours?

All tasks relating to this position need to be performed within the Oxfam Australia National Office in Fitzroy (inner northern suburb of Melbourne), during the hours indicated above.

Staff Person Responsible for Volunteer: Donor Contact Team Leader

Key Tasks:

- Contacting existing supporters to welcome them to our regular giving programs
- Contacting existing supporters to follow up on Return To Sender mail
- Contacting existing supporters to update other payment/personal details
- Updating information on the supporter database
- Responding to basic information requests from supporters

Qualifications/Skills/Attributes Required:

- Excellent verbal communication skills
- Confidence to make outbound calls to existing supporters
- High level of computer literacy particularly MS Office
- Friendly and courteous
- Punctual and reliable
- Team player that can make a long term commitment for a minimum of two months

Training/Supervision Provided:

- Training in the RE7 Donor Management Database
- Induction to the Donor Contact Team and Oxfam Australia
Next induction: Saturday October 1st, 10am – 4pm
Where: Oxfam Australia National Office
Level 2, 156 George St, Fitzroy
(Corner Webb St)

For any enquiries about this position please contact Danielle Roubin on 9289 9485 or danieller@oxfam.org.au

AS AN OXFAM VOLUNTEER YOU'LL:

- Learn more about how Oxfam works
- Be given access to Oxfam's Resource Centre and talks on our campaigns and programs
- Meet other Oxfam volunteers & staff
- Help us in our aim to reduce poverty and injustice
- Long-term volunteers receive 10% discount at our Shops