

Position	Senior Telemarketer
Reports to	BI & CRM Manager
Location	Wellington
Term	1 Year Contract (25 - 30 hours per week)

About UNICEF

UNICEF is the world's leading children's agency. We work in 190 countries to help children survive and thrive, providing clean water and sanitation, education, healthcare, nutrition, and child protection. We are mandated by the United Nations to advocate for the protection of children's rights, to meet their basic needs and to help them reach their full potential. Our mission is to create a better world for every child. We believe every child must be given the chance to become a productive member of society, and must have the right to be heard.

UNICEF New Zealand is one of 36 National Committees working to raise funds for UNICEF's lifesaving work and to advocate for children's rights and wellbeing. Based in Wellington, we have a small team of staff working in the areas of fundraising, communications, advocacy, education and programme management.

Our Vision

For Every Child, Everywhere, Every Chance to Thrive

Our Purpose

We grow the movement of people standing with us to save children's lives wherever they are, defend their rights and help them realize their potential.

Our Values

- We Care
- We Never Give Up
- We Get Things Done
- We Act with Integrity

About the position

The Senior Telemarketer is responsible for leading a small team of telefundraisers. You will be calling our valued donors and engaging with them in a positive and friendly manner to ensure their support for our work with children continues and the supporter feels valued and appreciated.

Key Accountabilities	Outcomes Required
Welcome new donors	<ul style="list-style-type: none"> • Call new donors to welcome them and make them feel special and valued and an important part of UNICEF's work with children that helps retain these donors for the long term
Re-engaging donors	<ul style="list-style-type: none"> • Thank donors for their valued support and re-inspire them to continue and update the donor's payment details.

Lead a team, Target and KPIs	<ul style="list-style-type: none"> • Lead a team of 2 part-time staff, able to work in a target driven environment and motivate the team to achieve their best.
Work as a team	<ul style="list-style-type: none"> • You will be working within a super supportive team environment. You will need to lead and inspire your team. As a team leader you will be required to provide feedback and contribute to the ongoing optimisation
Key working shift	<ul style="list-style-type: none"> • Key working shift: Monday to Thursday shift between 2:30pm to 7:30pm. (20-30 hours per week) Friday - TBA

Competencies, skills and experience required

- Friendly and helpful telephone manner
- Previous customer service experience preferred
- Previous CRM database entry preferred
- Motivated, Enthusiastic, Target and Goal driven

Personal attributes

- Highly motivated with a 'can do' attitude
- Be able to lead a conversation easily and naturally
- Enjoy a busy high-volume call environment
- Detailed and Accurate
- Honesty and Integrity
- Initiative, judgement and empathetic
- Willingness to learn
- Work co-operatively within a team
- Well organised and able to prioritize workload

Working relationships

- BI & CRM Manager
- Database Administrator
- Donor Liaison
- Part-time Telefundraisers