

# VOLUNTEER POSITION DESCRIPTION

## Outbound Phone Specialist

The Leukaemia Foundation defines volunteers as people donating their time, free of charge, to the mission and objectives of the Foundation. Volunteers are engaged in work that, without their support, may not have been undertaken or completed. Volunteers are not used as alternatives to paid employment or to displace known budgeted positions. The contributions of all our volunteers are welcomed and their gift of time, skills and technical knowledge is highly valued.

### General information

**Position title:** Outbound Phone Specialist

**Reports to:** Lauren Maidens, Community Fundraising Officer – Greater Brisbane

**Location:** Leukaemia Foundation  
217 St Pauls Tce  
Fortitude Valley Q 4006

**Commitment:** Expected work period 20th November till 8th December  
One day commitment per week

**Position purpose:** Assisting the Community Fundraising Officer with World's Greatest Shave past participant phone calls to encourage their participation for WGS 2018.

**Benefits:** Gaining a professional reference and real industry experience. Working for an internationally recognised not for profit organisation that has an outstanding reputation.

### Essential and desired skills:

Professional phone manner  
Customer service experience  
Can-do attitude  
Previous outbound phone experience – desired but not essential

**Qualifications:** No specific qualifications are required.

### Personal attributes

- » Have a polite and pleasant demeanour
- » Have a neat and tidy appearance
- » Have good interpersonal and communication skills
- » Be punctual, reliable and flexible
- » Ability to effectively work with people from various socio-economic levels and cultural backgrounds demonstrating an inclusive attitude
- » Ability to work co-operatively with other staff as part of a team

### General conditions

- » Respect the personal views, values or standards of other people
- » Respect the privacy of others and treat all personal information acquired as strictly confidential
- » Seek and provide any feedback to your Supervisor on any difficulties related to your role

- » Access public transport or own transport

## Responsibilities

- » Follow all safe work practices, procedures, instructions and rules
- » Work in a manner which ensures the health and safety of him or herself and others
- » Encourage other workers to work in a healthy and safe manner
- » Participate in training
- » Report or rectify any unsafe conditions that come to their attention

## For more information contact

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