



**The Fred Hollows
Foundation**

Supporter Services – 2 exciting new roles

The Fred Hollows Foundation is an agent for development; we focus on blindness prevention and Australian Indigenous health.

Outbound Call Specialist

The primary responsibility of this Sydney based role is to contact The Fred Hollows Foundation's (FHF) supporters by telephone and/or correspondence to build excellent supporter relationships and grow single gift and regular giving income.

We are seeking an enthusiastic and diligent person who has:

- Demonstrated telephone sales and telephone customer service
- Ability to communicate succinctly both orally and in writing
- Strong interpersonal skills
- Competency in MS office and data entry
- Demonstrated ability to manage competing demands whilst maintaining targets and standards
- Willingness to work flexibly and co-operatively in a team environment, including working flexible hours

Donations and Database Coordinator

This Sydney based position is responsible for the processing of gifts from various sources eg: cash, online, fundraising events, See The World and providing excellent levels of supporter servicing.

We are seeking eager and efficient person who has:

- Demonstrated high speed and accurate data entry skills - Raisers Edge experience highly regarded
- Demonstrated ability to work under pressure, particularly during peak campaign periods
- Friendly professional articulate phone and written manner
- Competency in MS office
- Ability to trouble shoot and problem solve
- Willingness to work flexibly & co-operatively in a team environment
- Track record in taking responsibility in following through and completing tasks

Application process

For full selection criteria and further details go to www.hollows.org.au/employment or call **Helen Tran** on **(02) 8741 1900**. Provide 2 current work referees details, resume and cover letter to fhf@hollows.org or fax to **(02) 8741 1999**.