

## **Job opportunity: Customer Service Coordinator**

### **Organisational profile**

The Fred Hollows Foundation (FHF) is a non-government development organisation which seeks to eradicate avoidable blindness in developing countries and improve the health of Indigenous Australians.

### **Job summary**

The Customer Service Coordinator is responsible for contacting 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. This permanent full time position is supervised by the Senior Coordinator – Donations and Database.

### **Location**

This position will be based in the Sydney offices of The Foundation.

### **Applications should –**

- Include a resume outlining summary of qualifications and experience.
- Provide the names and positions of two work related referees to whom you have reported to.

### **Selection Criteria**

To be successful in this role, you must have:

- Demonstrated telephone customer service and relationship building experience
- Competency in MS office and data entry
- Demonstrated ability to manage work effectively in a busy, dynamic work environment
- Willingness to work co-operatively in a team environment, including working flexible hours

### **Remuneration**

Salary package of up to \$55,844 (inclusive of up to \$45,000 base salary, leave loading, superannuation, tax free fringe benefit option) depending on experience.

### **Application process**

For further details go to [www.hollows.org.au/employment](http://www.hollows.org.au/employment) or call **Helen Tran** on **(02) 8741 1900**. Send applications to [employment@hollows.org](mailto:employment@hollows.org) or fax to **(02) 8741 1999**

***Note that this role has been readvertised. Kindly don't reapply if you have previously submitted an application.***