

## Position Description – Fundraising Support Volunteer

Arthritis Queensland is seeking Fundraising Support Volunteers who love people and who want to make a difference.

<b>Location:</b>	Remote (from home)
<b>Hours:</b>	1 or 2 shifts per week Flexible days and times which will be agreed upon with Arthritis Queensland
<b>Commitment:</b>	Minimum of 3 months

### Purpose of the role

Thanking our existing donors and welcoming our new supporters is incredibly important.

With a focus on helpful, warm and engaging conversations, our Fundraising Support Volunteers are one of the first points of contact between Arthritis Queensland and our wonderful supporters.

In this role, you will work closely with the Fundraising team to let our supporters know that we appreciate them and the difference their support makes.

### Key Responsibilities

- Call and conduct “thank you” and “welcome” calls to our donors and supporters. (Note these calls will not require you to ask for donations and will not involve cold calling)
- Maintaining a record of interactions and updating data as necessary.

### Essential Requirements

- Reliable telephone connection
- Access to a computer with reliable internet connection
- Excellent communication skills
- Comfortable with using Microsoft IT packages
- Willing to obtain a Police Check (organised and paid for by Arthritis Queensland)
- Love engaging with people, creating customer delight and thrives on making a difference.
- Have strong customer service skills and friendly phone manner.

### **Desirable Attributes**

- Experience in a contact centre or similar industry experience is great but not essential.
- Confidence in working remotely via online platforms is required (training provided)
- Basic administration skills would be valuable.

### **Benefits for the volunteer**

- Build upon your interpersonal and communication skills.
- Join a vibrant and growing team and feel a sense of achievement each day knowing you are making a difference.
- Valuable work experience and knowledge growth.
- Help Arthritis Queensland to improve the lives of people living with arthritis.