



Greenpeace Aotearoa Job Description

Job Title	Telefundraiser Office Based / Remote Working Team
Contract Type	Permanent, Full time or Part Time
Department/Team	Fundraising; Telefundraising
Reports to	Contact Centre Manager
Direct Reports	N/A
Key Relationships	Contact Centre Manager, Performance coach, Team leader

PURPOSE OF THE ROLE

The purpose of the Telefundraising programme is to connect with supporters to increase engagement levels, and to increase financial resources for Greenpeace NZ by inspiring increased giving by current Greenpeace supporters and by adding new members to our supporter base. The programme works to strengthen our relationships with our supporters and ensures contact details for supporters are kept up to date, so their support can continue.

ABOUT THE TEAM

The Telefundraising Team has 2 Units. An inhouse team based at our head office in Auckland and a remote working team usually consisting of up to 20 callers .

Your role is to contact the public as well as current and previous Greenpeace supporters and upgrade or renew or gain their support. The calling is efficient and upholds the professional standards as well as the aims, value and reputation of Greenpeace and the Telefundraising Programme. All conversations should be positive and solution orientated, so that the individual can feel a connection between the giving of funds to Greenpeace and the achievement of positive change. You will also seek to ensure contact and credit card or direct debit details for supporters are kept up to date, so their support can continue.



You will receive support from our Contact Centre Manager, Performance Manager and a Team Leader who will arrange the distribution of calls, weekly meetings and ensure there are ongoing campaign updates, coaching and support.

ABOUT GREENPEACE

Greenpeace Aotearoa (GPAo) is an independent environmental campaigning organisation. Our mission is to protect Earth's ability to nurture life in all its diversity. Our power is in collective action. Together we challenge the power of big polluters and corporate influence. And we work together to drive systemic change, to transform the ways we feed and fuel our world to ones that work with nature, and not against it.

People power is at the heart of our campaigning and fundraising. We don't accept donations from the government or business. This means we are entirely funded by the generous donations of our individual supporters (and a small amount of foundation income). Our power as an organisation comes from the fact that when we advocate for the wellbeing of the environment we do so with the support of tens of thousands of supporters.

GPAo is committed to honouring Te Tiriti o Waitangi, and respecting tino rangatiratanga. As such, we are collectively responsible to keep Te Tiriti front of mind and identify ways that we can uphold our commitment to honouring Te Tiriti in our work.

ROLE RESPONSIBILITIES

Performance

- Work to achieve and exceed the key fundraising and calling targets, which include; contacts per hour, income per hour and conversion rate.
- Be willing to take on feedback and advice and participate in coaching to constantly improve your performance and calling techniques.
- Maintain a focus on your responsibilities as a fundraiser for Greenpeace NZ.
- Ensure accurate recording of contact details, credit card or direct debit details.
- Participate in regular coaching sessions.



Communication

- All conversations with the public should be positive. The individual should feel a connection between the giving of funds to Greenpeace and the achievement of positive change.
- Seek support or training from your team leader when necessary.
- Promote the values and ideals of Greenpeace in your conversations with the public.

Working with team-members

- Actively participate in weekly team meetings.
- Maintain a commitment to your rostered shifts and hours.
- Work in a productive and positive way.
- Be willing to support and inspire your team-mates that you work alongside.
- Take a proactive role in learning, achieving and developing throughout the phone room programme.
- Manage your time and carry out your role with minimal supervision.

ROLE REQUIREMENTS

Knowledge and Skills

- Passion for the environment and the issues on which Greenpeace campaigns.
- Previous sales, fundraising or telemarketing experience an advantage.
- Self driven with a positive attitude
- Ability to reach and exceed targets
- Ability to take on coaching and advice.
- Strong verbal communication skills
- Ability to build rapport over the phone and deal with rejection without becoming discouraged.
- Professionalism, reliability and punctuality
- Team player
- High level of computer literacy



Experience

- 1 year customer service
- Sales experience is ideal

Work Environment

- As an inhouse telefundraiser you will work at the Greenpeace Aotearoa office at 11 Akiraho Street, Mount Eden Auckland and as a remote Telefundraiser, you will work outside of our offices at your identified primary place of work.

Remote working team

- Work setup and technical criteria
 - You must have a secure location to work from and that your workspace is set up as per the health and safety guidelines which will be provided to you
 - Within your secure location there is a space that allows you to work independently from others so as to ensure supporter details are kept safe
 - You will provide your own desktop computer or laptop which meets the minimum requirements as listed in Appendix A
 - You are required to supply your own internet connection that meets the minimum requirements to run our programs and software as listed in Appendix A
 - You will use Google Chrome browser and ensure that this is updated as required to enable use of our calling software, ContactSpace.

Hours of work

Hours of work for our inhouse and remote teams are outlined below and will be agreed upon recruitment . These times can be amended at any time by mutual agreement.

Part time:

- 15 hours working week
 - Monday to Thursday shifts are 5pm to 8.45pm

Full Time:



- 37.5 hours working week
 - Monday to Thursday shifts are 12.15pm to 8.45pm
 - Friday shifts are 12.15pm to 6.15pm

Health and Safety

- Ensure all volunteers and contractors in the team are aware of and adhere to GPAo health and safety policies, processes and procedures.
- Participate in health and safety training as required.
- Actively identify and report, in a timely manner, any hazards in the work area, or in the work area of the team.
- Work with a health and safety representative to put in place appropriate actions to manage the risk(s) created by the identified hazard(s).
- Actively raise and discuss health and safety matters in a timely manner.
- Comply with the requirements as set out in applicable health and safety legislation.
- Demonstrate understanding of health, safety and legal issues relating to direct actions.

The role description is subject to review to reflect changing circumstances, and in consultation with the role holder, may be amended from time to time.

APPENDIX A - TECHNICAL REQUIREMENTS

Minimum internet capability

Internet broadband: VSDL/ADSL/FIBRE

Voice: 512 kbit/s (approx.)

Data: 512 kbit/s (approx.)

Total Minimum available: 1024kbits/s (approx.)

Minimum desktop computer/ laptop capability

	Browser Only		Softphone/WebRTC	
	Minimum	Recommended	Minimum	Recommended
Processor	i3 2.4 GHz and above	i5 2.9 GHz and above	i3 / i5 2.4 GHz and above	i5 / i7 2.9 GHz and above
System Memory	8Gb	8Gb	8Gb	8Gb
Hard Disk Space	10Gb Free	20Gb after installation	10Gb Free	20Gb after installation
Operating System	Windows 10 Mac OS X 10.10	Windows 10 Mac OS X 10.10	Windows 10 Mac OS X 10.10	Windows 10 Mac OS X 10.10
Internet Connection	Constant Internet connection	Constant Internet connection	Steady 512kbps	Steady 1024kbps
Sound	N/A	N/A	Full-duplex USB headset	Full-duplex USB headset
Web-Browser	Chrome	Chrome	Chrome	Chrome