*Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Please address the criteria listed below to outline your experience and suitability for the position you are applying for, and attach this with your application along with your Resume and Cover Letter.*

Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).

Demonstrated ability to establish and deliver excellent customer service, including dealing with customer service, including dealing with customer complaints and cancellations with sensitivity, tact and confidentiality

Experience with creation and continues development of Supporter Care processes including donation processing, dealing with supporter enquiries and managing database processes around donations.

Demonstrated ability to update and maintain a Customer Relationship Management database including the ability to manipulate, analyse and extract accurate data and provide meaningful reports

Strong leadership skills and proven ability to build and manage a high-performing team, including monitoring and evaluating individual and team performance to deliver excellent customer service experience

Demonstrated experience in developing and implementing key performance frameworks and systems designed to maximise customer or supporter satisfaction levels

Demonstrated communication and interpersonal skills including ability to manage and support numerous stakeholders to deliver business outcomes successfully within defined timelines.

Demonstrated initiative, attention to detail and proven high level organisational and time management skills including the ability to manage workflows and balance competing priorities to ensure timely processing to meet deadlines.

Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety