



Position Description

Position Title: Call Centre Manager

Department: Community Engagement

Reports to Position: Commercial Operations Manager

Direct Reports: Telephone Fundraisers

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R – Respectful

E – Ethical

S – Successful

NDIS Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☐ Yes ☒ No

Position Overview

The Call Centre Manager leads an experienced team of telephone fundraisers to achieve performance targets in support of GDQ's overall fundraising objectives. The position includes responsibility for developing and managing budgets, workforce planning, campaign management and reporting. Effective people management is a core element of the role, with the Call Centre Manager responsible for motivating and coaching the team, building their capabilities, and developing a positive, high performance culture.

Essential Functions and Responsibilities

- Deliver revenue targets (both gross and net) across key product lines, including Merchandise, Lottery and Wine Club.
- Provide development, coaching and mentoring to create a high performing team.
- Assist with recruitment processes and providing new team member induction and training.
- Answer team member questions, assist with challenges, and oversee team member work for quality and guideline compliance.
- Develop and communicate timelines and performance KPI goals to team members and manage their performance against set KPI & KRA's.
- Conduct team meetings to provide information and support to update team members on best practices and achieve operational expectations.
- Generate and share comprehensive reports about team performance, mission-related objectives, and deadlines.



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- Challenge and develop business processes to drive an improved supporter experience, cost efficiency and financial performance.
- Manage centres Profit and Loss budget including direct expenses, FTE and resource utilisation whilst delivering exceptional supporter experience.
- Ensure our people and supporters are at the heart of everything we do.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

Team of approx. 21

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Demonstrated experience with phone-based sales and customer service with proven results in achieving targets.
- Well-developed and professional standard of written and verbal communication skills.
- Outgoing and energetic personality with great interpersonal skills.
- Capacity to work both autonomously and as part of a team.
- High attention to detail and strong analytical skills.
- A strong understanding of call centre and performance evaluation metrics.
- A proven ability to address performance issues.
- Excellent organisational and leadership skills with a problem-solving ability.



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- Experience as a successful call centre manager or similar position.
- Proficient in MS Office and call centre equipment/software programs

Desirable

- Previous experience within the not for profit industry.
- A combination of passive customer service skills, proactive (gentle) sales or relationship development and people leadership.
- Experience with process improvement or implementation.

Working Conditions and Environment

Clerical based position with considerable amount of time spent at a desk and operating computer equipment.