



**THE FOLLOWING VACANCY EXISTS AT
RADIO PULPIT
AND CANDIDATES WHO QUALIFY ARE INVITED TO APPLY**

CARE CENTRE COORDINATOR
(Available: As soon as possible)

Job responsibilities

OUTPUT 1: COORDINATING THE CARE CENTRE ACTIVITIES
Key Tasks: <ul style="list-style-type: none">- Plan capacity requirements of the Care Centre with the relevant Line Manager.- Develop objectives for the Care Centre's day-to-day activities- Compile and distribute calls/data lists to Telemarketers and tracing contractors- Quality control- Ensuring data integrity, security and access control- Liaison with Systems Administrator/developer regarding infrastructure/network/software/procedure changes and maintenance- Ensure effective processes applicable to the Care Centre to advance departmental objectives and targets.- Keep Care Centre administrative documentation (client worksheet form) and user manuals updated- Train new Telemarketers and/or tracing contractors- Changing/improving procedures and processes to aid workflow, quality, effectiveness and to lower costs- Compile monthly management reports- Collect and analyse Care Centre statistics- Prepare required monthly reports to different departments and management
OUTPUT 2: DONOR LIAISON & DONOR ADMINISTRATION
Key Tasks: <ul style="list-style-type: none">- Implement, monitor and continuous improvement of fundraising- Encourage listener/donor to become financially involved with Radio Pulpit/Cape Pulpit- Make contact with donors/potential donors via, telephone, e-mail or enhancement letters- Establish and maintains strong client relationship with donors and potential donors- Raise funds for Radio Pulpit/Cape Pulpit via telephone- Address all client/donor enquiries (when applicable)- Maintain and update the data bases on CRM system, and where necessary send worksheet to trace department for the tracing of the client.- Administrate all changes in client/donor detail, where the officer is allowed.- Regularly update all client/donor information on the system (including information such as ID numbers, e-mail and other relevant addresses, contact details, etc.)- Letters (enhancement letter)- Follow-up on undelivered mail, update donor info and explore possibility of future/continued funding from donor/listener/WfT reader
OUTPUT 3: DONOR LIAISON & DONOR ADMINISTRATION – DONORS RECORDED AS CURRENT BUT OLDER THAN 3YRS
Key Tasks:



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- Make regularly make contact with donors (recorded on the system as “older than 3 years) via, telephone or e-mail (e.g. contact on birthday) or through our enhancement process.
- Nurture strong client relationship with donors and debit order clients
- Raise funds for Radio Pulpit/Cape Pulpit via telephone
- Follow up on cancelled debit orders with the aim to reinstate and increase contribution or get a bequest if client is not in a financial position currently.
- Address all client/donor enquiries (when applicable)
- Maintain the data bases on CRM system
- Administrate all changes in client/donor detail
- Regularly update all client/donor information on the system (including information such as ID numbers, e-mail and other relevant addresses, contact details, etc.)

Qualifications and Experience:

To perform this job successfully, the incumbent must have the following knowledge, skill, and/or ability:

Education:

- Minimum qualification: Matric
- Relevant qualification in Customer/Client Management (certificate/diploma), or Marketing will be advantageous

Knowledge:

- Telemarketing knowledge is essential
- Knowledge:
 - o telephone and business etiquette
 - o Radio Pulpit’s/Cape Pulpit’s services/products, radio programme schedule and in-house administration system
 - o how to effectively supervise and co-ordinate a team of people
 - o computer applications and software (MS Office and CRM software)
 - o Radio Pulpit/Cape Pulpit funding
 - o MARSIT or CPB trace system to assist trace team
 - o Setting and measuring performance in a call centre environment

Experience:

- Experience in Call Centre Management will be advantageous
- At least 2 (two) year’s working experience in fundraising/marketing
- At least 1 (one) year’s working experience in client liaison/CRM
- At least 1 (one) year’s telemarketing experience and CRM software
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)

Computer literacy: MS Office, Outlook & Internet, CRM software

Required Skills, Competencies and personal qualities:

- The ability to work accurately
- Attention to detail
- Good coordinating skills
- Excellent administration skills
- Good hearing and clear speech
- Good communication skills (written and verbal)
- The ability to handle difficult people
- The ability to make sound decisions, based on client requirements and internal policies and practices
- Must be service orientated, helpful and quality conscious
- Excellent listening skills and the ability to respond emphatically
- Relationship and team building skills
- Selling skills and the ability to adapt sales pitch to relevant donor/listener

- The ability to streamline and improve processes and procedures
- The ability to initiate and manage different fundraising campaigns
- Ability and knowledge to address performance deviancies from team members
- Strong communication, leadership, and coaching/training abilities.
- Strong problem-solving, analysis, and organizational skills.

Language proficiency: English and Afrikaans.

The job incumbent will have to be able and flexible to accompany team members with site visits and/or events in support of the fundraising events as initiated within the Care Centre.

Person should have own laptop and required resources to work remotely

Applications to: Ankia du Plessis at ankia@radiokansel.co.za on/before 8 May 2021, 16:00.