



JOB DESCRIPTION | OUTBOUND CALL CENTRE AGENT

1. **Official Job title:** *Outbound Call Centre Agent*

2. **Department:** Donations

3. **Responsible to:** Donations Officer

4. **Employment Type:** 1-month casual contract

5. **Hours:** Up to 40 hours per week (shift pattern)

Must be flexible with willingness to work weekends, evenings and during campaign periods.

6. **Salary:** £7.50 per hour

7. **Purpose:** To effectively interact with donors by phone to request regular donations, provide feedback and update about current projects and campaigns and collect information and/or conduct follow-up.

8. Main tasks

- To effectively interact with donors by phone to request regular donations
- Process telephone donations accurately and efficiently onto the payment portal.
- Effectively deliver prepared sales scripts to persuade potential customers to make a donation.
- Describe products and services clearly and compellingly.
- Respond to questions and queries, escalating to the supervisor.
- Proactively identify and overcome objections.
- Take the customer through the sales process, ensuring excellent customer experience.
- Accurately obtain customer information and maintain customer/potential customer databases, ensuring that relevant legislative requirements are followed.
- To have a personalised touch when calling. Use of name and how we know them should be clarified.
- To comply with all policies, procedures, legal and regulatory requirements.
- Any other duties commensurate with the accountabilities of the post.



PERSON SPECIFICATION | OUTBOUND CALL CENTRE AGENT

Qualification

- Educated to A-level Standard (essential)

Experience

- Experience in the customer service sector and an appreciation for valuing the customer (essential)
- Demonstrable experience of working in call centre/office environment. (essential)
- Demonstrable Telesales or Telemarketing experience. (desirable)
- Demonstrable experience in processing all types of donations into a database. (desirable)

Skills

- Excellent communication and interpersonal skills (essential)
- Good organisational and effective time management skills (essential)
- Good ICT skills including software packages e.g. Word and Excel (essential)
- Strong analytical skills (essential)
- Strong negotiating and influential skills. (essential)
- Polite and friendly telephone manner. (essential)

Knowledge

- Knowledge of office systems and practice (essential)
- Knowledge of the Islamic community and sensitivities.(essential)
- Knowledge of the charity sector. (desirable)

Ability

- Ability to adapt quickly to changing deadlines and priorities (essential)
- Ability to work under pressure and work on own initiative (essential)
- Ability to remain patient and courteous with customers in difficult situations. (essential)
- Ability to work effectively within a team environment (essential)
- Ability to work unsociable hours during peak campaigns. (essential)
- Ability to communicate in Arabic/Urdu/Punjabi/Bangla (desirable)
- Ability to thrive in a pressurised environment (desirable)
- Self-motivated and able to carry out repetitive work (essential)
- Ability to learn to use new software quickly. (essential)

Commitment

- Commitment to Muntada Aid's mission, visions and values. (essential)
- Commitment to Muntada Aid's ethos. (essential)