

# Account Manager

- **Excellence in client service**
- **Work with multiple charity partners**
- **Inner South-East location & WFH options**



Smart Health Australia is a family owned and award-winning tele-fundraising organisation with a clear goal to cultivate, grow and enhance donor relations and revenue potential for their charity partners. What began as a small single office enterprise over 20 years ago, now employs over 80 staff members in Melbourne. Over the years, Smart Health Australia has built many long-lasting collaborative relationships with some of Australia's most high-profile not-for-profit organisations, achieving striking success in the acquisition of donors, retention and upgrading of existing donors and the development of leading regular giving campaigns.

Reporting to the Senior Account Manager – Client Services, the Account Manager will be the primary business contact for Smart Health Australia's clients and the charities they represent. The position will be responsible for providing excellent customer service to clients and their accounts, as well as representing the clients' needs and goals within the organisation to ensure quality is met and always maintained.

In this diverse role, you will be the main point of contact for your clients. Building and maintaining strong relationships with charity partners will be important to foster collaborative and genuine partnerships, as will the ability to communicate effectively, solve problems and add value. You will work closely with 'for purpose' organisations in the charity sector to design, manage and tailor telephone-based fundraising and marketing campaigns that consistently provide the best return on investment, whilst continually enhancing client-donor relations. From campaign strategy, to the development of scripts and correspondence to analysis, to campaign and budget tracking and reporting, to providing strategic recommendations, you will provide value and support to your clients and their campaigns.

Proven success in account and relationship management is essential, along with exceptional communication skills to confidently interpret and explain campaign results, provide strategic advice, convey outcomes, learnings and impact. The ability to problem solve and negotiate will be important, as will the ability to be proactive and anticipate the changing needs of clients and campaigns. Knowledge of fundraising and the charity sector is essential.



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**APPLY NOW** if you are a driven account manager with proven success in building collaborative relationships and wish to help cultivate, grow and enhance donor relations and revenue potential for charity partners.

Forward your application to [apply@gembridge.com.au](mailto:apply@gembridge.com.au)

Gembridge is partnering with Smart Health Australia. For a confidential discussion, please contact Jenni D'Orival or Michelle Varcoe on 03 8375 9661.