

## **Telemarketing Specialist**

### **Who are MSF**

Médecins Sans Frontières (MSF) is an international medical humanitarian organisation that delivers emergency aid to people affected by natural or man-made disasters and victims of armed conflict. MSF provides assistance to populations in distress irrespective of race, religion, creed or political convictions.

MSF Australia secures an annual revenue of AUD 100 million in untied funds and deploys over 100 staff to projects across the globe. We are proud to be part of the MSF movement and are committed to our shared social purpose and our principals of humanity, impartiality, neutrality and independence.

### **Benefits of working with MSFA**

- Flexible & hybrid working arrangements
- Yoga, Meditation & language classes
- Salary packaging plus benefits & allowances
- Annual salary review
- Personal training budget & LinkedIn learning licence
- Amazing culture & career development opportunities
- An organisation with a strong culture of philanthropy
- Employee Assistance Program
- Additional leave & purchased leave options
- Monthly afternoons off!
- Plus so much more!!

### **Responsibilities of your role**

Reporting to the Regular Giving Manager this key relationship-based role is accountable for the day-to-day management of MSF Australia and MSF New Zealand's Regular Giving Telemarketing program to ensure donor fundraising targets are met and the long term telemarketing strategy is robust, compliant and of exceptional high quality.

With a focus on regular giving, you will proactively manage the relationship with internal stakeholders and a portfolio of external suppliers to manage expenditure, deliver data led, industry best practice telemarketing campaigns that drive constant improvement of KPI's across acquisition, retention, conversion, reactivation and upgrade fundraising activities for the Field Partner Program.

As a part of the collaborative Direct Marketing Fundraising team and broader Engagement department you will contribute to growth strategies, reporting, annual planning and the budgeting process.



## Job advertisement

### What you will bring

To be successful in this accountable role, you will be known for your natural flair for account management and your ability to exceed targets. You will be motivated by developing your career in fundraising and being a part of a global humanitarian aid organisation. Ideally you can demonstrate:

- Knowledge of the different channels of regular giving acquisition and donor retention strategies
- Exceptional knowledge of regular giving telemarketing programs and driving growth through supply partners.
- Proven account management experience in telemarketing fundraising or similar with a track record in achieving revenue targets and managing budget expenditure.
- Strong financial acumen with a knowledge of budgeting and forecasting
- Experience analysing and using data to inform decisions and strategic outcomes
- Clear communication skills, with the ability to articulate complex ideas in a concise manner.
- Experience developing compelling materials to support telemarketing campaigns.

### Applications

To apply send your resume and cover letter to [MSFAOfficeRecruitment@sydney.msf.org](mailto:MSFAOfficeRecruitment@sydney.msf.org)

Applications will be reviewed on receipt.

For more information see the website [www.msf.org.au](http://www.msf.org.au) or contact Recruitment on +61 2 8570 2609 with any questions.

In MSF Australia, we believe the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping In and CollaboraTion.**

At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build.

MSF Australia is committed to creating an inclusive and belonging workplace for all our staff. We believe that a diverse team helps us better serve those most in need, we encourage flexibility (in all its forms) and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+, people from culturally and linguistically diverse backgrounds and people with disabilities. We encourage anyone to request support if you think you may require reasonable adjustment during the recruitment process, please call or email MSF Australia HR on +61 2 8570 2609 [MSFAOfficeRecruitment@sydney.msf.org](mailto:MSFAOfficeRecruitment@sydney.msf.org)

Please note:

A criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for.

Médecins Sans Frontières Australia has a Child Protection Policy and Covid-19 vaccination policy in place, all employees are required to comply with these policies.