

POSITION DESCRIPTION



Position	Alumni & Philanthropy Student Caller Lead
Level/Classification	HEW0404
Reports to	Manager, Alumni & Philanthropy Operations
Unit	Alumni & Philanthropy Operations
Directorate	Alumni & Philanthropy

Position Purpose

This position is focused on delivering exceptional outbound customer service to Murdoch University alumni and donors. The primary goal is to inform and engage individuals about the University's 50th anniversary, talking about your experience as a student, seeking charitable donations and thanking donors for their ongoing support of the University. This is more than just seeking donations; this is building connections with our alumni and donor community. The position requires a high level of professionalism, positivity, strong communication skills, and the ability to convey the impact of donations to the University's future growth.

The lead role has added responsibility of managing the team of Student Callers during call shifts, and coordinating the shift rosters and attendance, as well as ensuring timesheets are completed accurately.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.

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- First Nations: Become the University of first choice for First Nations peoples.

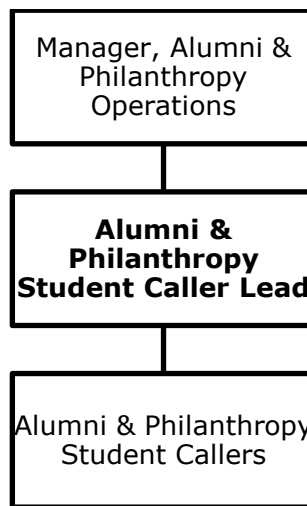
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

The Office of Alumni & Philanthropy is responsible for guiding, coordinating, and managing all fundraising initiatives at the University, encompassing major gifts, bequests, endowments, annual giving, capital campaigns, corporate and foundation grant programs, as well as donor stewardship. The Office actively engages with alumni and the broader community through a wide range of communications, events, and engagement programs to build a deeper engagement with our alumni and donor community.

Our Annual Giving/Regular Giving program at Murdoch University was relaunched in 2023 to raise financial support from our alumni community for important programs such as supporting the 50 scholarships in Celebration of 50 Years program. The inaugural Calling Team supports this program by personally connecting with the University's alumni community.

Reporting Relationships



Key Responsibilities/Duties

1. Managing the team of Alumni & Philanthropy Student Callers during call shifts.
2. Coordinating the shift rosters and attendance, as well as ensuring timesheets are completed accurately.
3. Making outbound calls to alumni and donors, as part of targeted engagement, retention and acquisition appeals.
4. Engage with alumni and donors to inform them about Murdoch University's 50th anniversary, along with sharing other news and updates, while sharing your experience as a student.

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5. Encourage alumni to share their experiences and memories of their time as a student at the University.
6. Promoting the Office of Alumni & Philanthropy's key fundraising campaigns and related student initiatives and encouraging donations.
7. Answering questions and providing information about how donations support Murdoch's goals.
8. Accurately maintaining and recording donor information and interactions, using Murdoch's CRM systems.
9. Maintaining an up-to-date knowledge of Murdoch's research, initiatives and campaign programs.
10. Adherence to the compliance obligations in regard to privacy and confidentiality.
11. Providing responsive solutions in line with the University's values.
12. Other duties as required.

Selection Criteria

Essential

1. Ability to demonstrate some leadership/project management experience.
2. Excellent telephone manner with good verbal and written communication skills.
3. Ability to communicate effectively, positively and persuasively with donors and alumni in a professional and friendly manner.
4. Strong time management and organisational skills.
5. Ability to handle confidential information with a high level of discretion.
6. Strong data entry and time management skills.
7. Ability to work autonomously and contribute to the broader team whilst displaying integrity, professionalism and high energy.

Desirable

1. Call centre experience is desirable, but not essential as training will be provided
2. Ongoing availability outside and during exam periods of 16+ hours per week between 10am - 8pm, Monday to Thursday.
3. Current scholarship recipient who is continuing their studies at Murdoch University.
4. Previous scholarship recipients.

Work Requirements

1. The occupant of this position will be required to undertake a police history check in accordance with the University's Employee Background Checks Procedure.
2. Ability to work outside of normal office hours when required.
3. Australian permanent residency or possession of a valid visa with work entitlement in Australia.

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General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.