

## ROLE DESCRIPTION

Employer: United Christian Broadcasters Limited

Role: Phone Zone Volunteer

Reporting to: Phone Zone Supervisor

Location: United Christian Broadcasters Limited, Operations Centre, Stoke-on-Trent

Hours: Flexible

Profile: Responsible for assisting during the UCB appeal, answering telephone calls, recording supporter information, receiving supporter testimonies and encouraging comments, processing card payments over the telephone

Duties include:

- Answering the telephone in order to:
  - Record encouraging comments about UCBs impact
  - Receive testimonies on how God has changed people's lives through the work of UCB
  - Take supporter donations
- Input supporter information accurately and confidentially onto the CRM system
- Provide a professional point of contact to all service users, ensuring that work undertaken accurately reflects UCB's Christian values and ethos
- To respect and maintain the confidentiality of the processed material and ensure that any regulations concerning security or confidentiality (such as the safeguarding of passwords) are complied with
- To undertake training as required.

Qualifications, Knowledge, Experience and Skills:

- Good communication skills both written and verbal
- Good telephone manner
- The ability to work accurately, with attention to detail
- A good command of the English language
- Must be computer literate

Person Specification:

- Be prepared to witness to the life changing message of Jesus and lead people to Christ as appropriate
- Be an Ambassador for Christ and UCB delivering a distinctly Christian service to colleagues and supporters
- Must be flexible and have a can do and positive attitude
- Be approachable and work well within a team
- Fully understand the importance of confidentiality
- Have an ability to work alongside others offering support, encouragement and instruction
- Demonstrate honesty and integrity in all areas of work

Dated: August 2019

This Role Description does not form part of a Contract of Employment