



TEEN CHALLENGE
TEEN CHALLENGE CANADA
CALL CENTRE ASSOCIATE
JOB DESCRIPTION

Terms of Employment:	Full-time	Department:	Call Centre
Position Type:	Associate	Reports To:	Call Centre Coordinator

POSITION SUMMARY:

The primary responsibility of the Call Centre Associate is to book outreaches for each centre within a call centre atmosphere, and maintain the system of bookings, tours and appointments in adherence with Call Centre's best practices. The Call Centre Associate will serve as a liaison between potential donors and Development Officers for all Teen Challenge centres. The incumbent is responsible for corresponding, verbally and nonverbally, with new and existing churches, sponsors and donors. Other responsibilities include: inputting data received into the database and training and supervising students in the Teen Challenge Program, and perform administrative duties as required.

JOB DUTIES & RESPONSIBILITIES:

Call Centre Associate

- Promote a culture of customer service that aligns with Teen Challenge's mission, vision and core values
- Prioritize tasks and deadlines within a fast-paced work environment, on a regular basis
- Deliver prepared scripts and information to representatives of outreach events, including: pastors, corporations, organizations, etc.
- Book outreaches, appointments and meetings on a consistent basis via verbal outbound correspondence
- Identify and assess donor's needs, in order to achieve overall donor satisfaction
- Follow through with prospective leads based upon information produced by the Call Centre Coordinator
- Input correct data gathered from correspondences into the database
- Act as a liaison between potential donors and Development Officers for all Teen Challenge centres in Alberta, Saskatchewan, Ontario and New Brunswick
- Communicate bookings to the Call Centre Coordinator

Donor Relations

- Identify and assess donor's needs in order to achieve overall donor satisfaction
- Act as a liaison between our donors and the Development Team for all Teen Challenge centres across Canada
- Follow through with prospective leads based upon information produced by the Call Centre Coordinator
- Input correct data gathered from correspondences into multiple databases, ensuring accuracy and data hygiene on a regular basis

Other duties assigned by the Call Centre Coordinator

QUALIFICATIONS:

- Minimum high school diploma or relevant
- Minimum 1 year of relevant work experience, preferably in a call-centre setting
- Mature, dependable and self-motivated

- Able to prioritize multiple tasks while working well under pressure within a team setting
- Exceptional customer service skills
- Exceptional written and verbal communication skills
- Strong work ethic and positive team attitude
- High level of sound and independent judgment, reasoning, resourcefulness, flexibility, adaptability, leadership, troubleshooting and discretion
- Demonstrated ability to clearly transmit and receive information by email, phone and in person
- Proficient in Microsoft Office Productivity Software
- Excellent attention to detail and ability to adapt within a changing fast paced environment
- Ability to apply patience, kindness and compassion on a daily basis

WORKING CONDITIONS:

- Manual dexterity required to use desktop computer and peripherals
- Ability to sit for long periods of time and type at a computer
- The atmosphere may vary from a calm to a fast paced setting depending on daily events
- Operate office equipment including computer, photocopier, scanner, phone, headset and other office equipment as necessary

Approved By:	Director of Marketing & Communications
Date Approved:	June 13, 2016
Date Reviewed:	February 24, 2017