



Phone Team Operator

Organisation: Bible League Australia and New Zealand

Location: Penrith (Hybrid)

Employment Type: Full time

Customer Service Position

\$28 – \$29 per hour

About the organisation

Bible League is a Christian organisation dedicated to ensuring that everyone has access to a Bible they can understand. We provide Bibles and study materials in easy-to-read translations, placing God's Word directly into the hands of people, churches, and ministries locally and around the world.

We are seeking an outgoing, friendly and confident individual to join their team as a Phone Team Operator, whose primary objective will be to contact churches and supporters to promote the organisation's fundraising programs.

This is a full-time role; however, we would be happy to consider part-time candidates as well. Hours of work are Monday-Friday during business hours. A hybrid work arrangement can be offered, working partly in our Penrith office and partly from home.

Key Responsibilities

- Proactively call donors and churches to promote the organisation's fundraising programs with the aim of securing funds
- Ensure the database is kept up to date with quality and accurate information pertaining to interactions with the churches/supporters.
- Communicate with supporters and donors in a way to ensure a positive experience.
- Ensure requested resources are packed and posted as needed.
- Assist with general administrative tasks to support the wider team as required.

Selection Criteria

- Be actively involved in a Christian Church.
- Knowledge of nonprofit sector preferred.
- Confidence to proactively contact churches and supporters with the aim to secure funds.
- Personable and friendly with the ability to build rapport with a variety of people.
- Exceptional written and verbal communication skills with the ability to influence others.
- Demonstrated experience in the operation of databases.
- Sound computer skills including using the Microsoft office suite.
- Great organisational, time management, multi-tasking and prioritisation skills.
- Able to work effectively in a team and independently.

How to Apply

Interested candidates are invited to submit a resume and a cover letter addressing their suitability. Email info@bl.org.au.