

# POSITION DESCRIPTION

<b>Title:</b> Frontliner, Door to Door Program, Australia for UNHCR (A4UNHCR)		
<b>Reports to:</b> D2D Campaign Manager	<b>Positions Reporting to Same Manager:</b> D2D Senior Frontliners	<b>Positions Reporting to this One</b>
<b>Purpose:</b> To raise funds for UNHCR's Emergency Response Team by signing up monthly donors to the program. As a member of a small team working in various locations engaging potential donors at their doors as directed by your manager.		
<p><b><u>Key responsibilities</u></b></p> <p><u>Sales</u></p> <ul style="list-style-type: none"> <li>To meet the individual daily sign up targets prescribed by <b>A4UNHCR</b></li> <li>To work at a location at the time, hours and place advised by the roster and/or the D2D Campaign Manager</li> </ul> <p><u>Advocacy</u></p> <ul style="list-style-type: none"> <li>To represent <b>A4UNHCR</b> in a professional manner, including appearance and communications with the public</li> <li>To be familiar with and abide by the Code of Conduct set out in the <b>A4UNHCR</b> Frontliner Employee Handbook and the FIA Standard of Face to Face Fundraising Practice</li> </ul> <p><u>Training</u></p> <ul style="list-style-type: none"> <li>To participate in training and coaching sessions as required by <b>A4UNHCR</b></li> <li>To attend F2F team meetings</li> <li>Maintain an interest in and awareness of <b>A4UNHCR's</b> role in the international aid sector</li> </ul> <p><u>Administration</u></p> <ul style="list-style-type: none"> <li>To collect financial information from new donors ensuring that: <ul style="list-style-type: none"> <li>➢ Pledge forms are filled out accurately, legibly and completely</li> </ul> </li> <li>Making sure all <b>A4UNHCR</b> iPads and information is secure</li> <li>To maintain adequate supplies of sign-up forms, welcome packs etc</li> <li>To complete time sheets and provide to Team Leader on the day of work</li> <li>To advise <b>A4UNHCR</b> Team Leader of availability for work on a weekly basis</li> </ul>		
<p><b><u>Competencies:</u></b></p> <ul style="list-style-type: none"> <li>Knowledge of and experience in sales techniques</li> <li>Resilience</li> <li>Strong interpersonal skills</li> <li>Results driven</li> <li>Ability to work in a team</li> </ul>		<p><b><u>Other Skills &amp; Experience:</u></b></p> <ul style="list-style-type: none"> <li>Experience and knowledge of F2F fundraising techniques preferred</li> <li>Experience in sales teams</li> </ul>
<p><b><u>Person Specifications:</u></b></p> <ul style="list-style-type: none"> <li>Acts with integrity, honesty and credibility</li> <li>Open, friendly and approachable</li> <li>Punctual, reliable and flexible</li> <li>Commitment to the goals of <b>A4UNHCR</b></li> <li>Highly motivated</li> <li>Team player</li> <li>Respect for and understanding of cultural diversity</li> </ul>		