

Intern Position

ROLE TITLE: Donor Customer Support
ROLE TYPE: Unpaid Internship
REPORTING TO: Business Development Manager
LOCATION: Chapelizod Industrial Estate, Dublin 20

OVERVIEW OF ROLE:

Camara Education is a non-profit international educational organisation dedicated to delivering real impact through technology and by inspiring and empowering a young generation to improve their own life opportunities. Our mission is to transform education using technology to empower disadvantaged students. Our vision is a world-class technology-enabled education accessible to all. We promote an environment that is rooted in entrepreneurial spirit and that recognises and values its volunteers who bring passion, commitment and new perspectives to Camara, which is vital for the continuing development of our organisation.

KEY TASKS:

- Communicating on the phone with prospects and customers - mainly businesses.
- Qualifying leads while pitching IT equipment collection and data erasure services and emphasising the unique selling point of the impact of reuse of technology on the education of disadvantaged communities.
- Providing all customer with data erasure certification

Reporting to the Business Development Manager, this is a great opportunity for an intern to gain valuable experience in a dynamic charity that is run on business principles and delivers real social impact.

BUSINESS DEVELOPMENT

- Assist in developing new channels and managing existing channels for sourcing computers.
- Provide customer service to existing clients in terms of establishing disposal needs, agreeing a quote, arranging collections and sending data erasure and recycling certification. This certification is sent to organisations and private individuals who donate equipment.
- Handle all drop offs to Camara facility. Meet and greet customer and provide receipts.

ADMINISTRATION

- Use Salesforce, our Customer Relations Management tool, to manage all customer and recommend process improvements.
- Handle logistics for collection of non-reusable equipment from Camara by WEEE provider and process all elements of transactions.
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transactions and recommend process improvements.

- Handle day to day logistics for collections and collection of non-reusable equipment from Camara.
- Debtor management - contact customers who have have invoice outstanding.

PERSON SPECIFICATION:

The ideal candidate will be enthusiastic and also able to work on own initiative. Good communication skills are also important - particularly over the phone.

DESIRABLE SKILLS, KNOWLEDGE, EXPERIENCE:

- Third level qualification
- Belief in the value of reusing computers as education tools is essential
- Excellent telephone manner - business-like and professional in communication while also being friendly.
- Previous experience of handling customer relationships over the phone an advantage.
- Proficient in English
- Excellent organisational and administration skills, ability to plan and prioritize tasks.
- Ability to take direction but work independently.
- Familiar with use of spreadsheets and CRM (training will be provided)

Application: Send CV and cover note to stephanienolan@camara.org or mark@camara.org