



SUPPORTER RELATIONSHIP SPECIALIST

Application Pack

PREPARING YOUR JOB APPLICATION

To prepare your application please complete the following

1. Review the 'Essential Information about Compassion'.
2. Review the position description.
3. Develop a 1 - 2 page cover letter. Your cover letter should address the relevance of your background and experience to this specific role. Please note, addressing the selection criteria is not required.
4. Develop a concise resume outlining your qualifications and employment history (max 5 pages).
5. Click 'Apply Now' on the job advertisement, uploading your:
 - a. Resume
 - b. Cover letter
 - c. 1 minute cover video introducing yourself and why you'd like to work at Compassion Australia's Call Centre
 - d. Answer the application questions to the minimum word requirement.

Contact Us

Should you require further information after reviewing this document, please contact our People and Culture team at peopleandculture@compassion.com.au.

ESSENTIAL INFORMATION ABOUT COMPASSION

Mission

Compassion exists to release children from poverty in Jesus' name.

What Makes Us Unique?



Christ-centred

We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and noncoercive way.



Child-focused

Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.



Church-based

We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

Statement of Faith

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.



POSITION DESCRIPTION

Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the Supporter Relationship Specialist engages with supporters via phone, email and other mediums in order to respond to service requests and proactively engage with supporters. The overall aim is to provide an excellent customer supporter experience that not only solves problems but encourages and educates supporters in their ministry partnership with Compassion.

Key Accountabilities

- Receive and respond to service requests from supporters through various channels e.g. phone, e mail, live chat, social media
- Make retention-focused and further engagement outbound calls to supporters including welcome calls, win back calls and sensitive service calls, e.g. follow up on missed contributions
- Participate in the maintenance of website FAQ's and Supporter Engagement Centre knowledge base
- Facilitate communication between supporters and field staff to resolve complex supporter enquiries
- Provide general administrative support to Supporter Engagement section and undertake other relevant duties as required

Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- Exemplary communication and relational skills including the ability to build rapport with people from diverse backgrounds via phone and email
- Outstanding administrative skills including familiarity with MS Office and typing speed of approximately 50 WPM
- Strong time management skills including ability to work to deadlines and manage several tasks concurrently
- Independent problem solving and decision-making ability
- Ability to quickly learn new systems and processes
- Knowledge of customer service principles and processes
- Awareness of global poverty and development issues
- Customer service experience

People Management Capabilities – Team Member/Specialist

Please see [link](#) to the capability requirements for this role.





**SEARCH FOR
COMPASSIONAU**

COMPASSION AUSTRALIA

PO BOX 1, HUNTER REGION MC NSW 2310
Phone: 1300 22 44 53 | Fax: 02 4935 5099
ABN 67 001 692 566

compassion.com.au

Christ-centred | Child-focused | Church-based