



PREPARING YOUR JOB APPLICATION

1. Read through the *Essential Information About Compassion* in the following pages to familiarise yourself with the big picture of Compassion's ministry. You can also find out more about who we are and what we do at [our website](#).
2. Read through the Position Description listed at the back of this document to familiarise yourself with the particular role you are interested in.
3. Prepare a written application comprised of:
 - a. A brief cover letter outlining why you are interested in the role and how you would fit with Compassion's organisational identity and culture as well as how your skills and experience suit the role.
 - b. A concise resume outlining your qualifications and employment history
 - c. Complete the job application form including uploading your resume, cover letter and answering the questions detailed on the application form. NB. Uploading an essential criteria document is not necessary for this position.

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists as an advocate for children – to partner with, equip and inspire the Church to release children from poverty in Jesus' name

VISION

Transformation of lives, communities and nations through releasing children from poverty in Jesus' name

DISTINCTIVES

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 non-coercive 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.

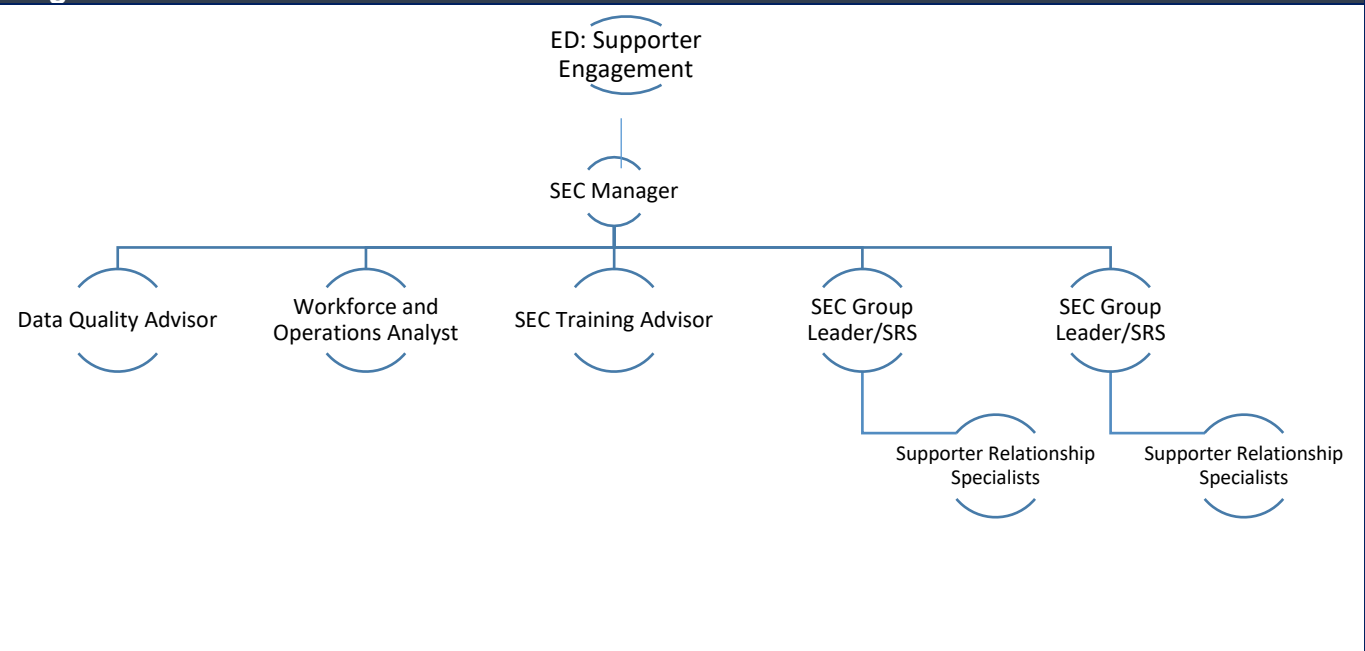
POSITION DESCRIPTION

Position Information	
Job title: Supporter Relationship Specialist (Korean & English)	Reports to: SEC Group Leader
Team: Support Engagement Centre (SEC)	One up Manager: SEC Manager
Section: Supporter Engagement	Location: Flexible Location
Job Description <input type="checkbox"/> New <input checked="" type="checkbox"/> Updated	Date updated: July 2017
Key Relationships: <ul style="list-style-type: none"> • Supporter Engagement Centre Manager • Supporter Engagement Centre staff • Workforce and Operations Analyst • Supporters • Ministry Relationships • Marketing team 	

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.

Organisation Context



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Ministry Values and General Requirements

Ministry Values	Trust God	<ul style="list-style-type: none"> Am I trusting God and maintaining joy in all situations?
	Be Well	<ul style="list-style-type: none"> What am I doing to care for myself physically, emotionally, spiritually and mentally?
	Value Others	<ul style="list-style-type: none"> Do I champion those around me, treating them with dignity and respect?
	Achieve Together	<ul style="list-style-type: none"> Do I actively collaborate with others in order to fulfil our mission?
	Grow Through Challenge	<ul style="list-style-type: none"> Am I learning, adapting and pursuing creative solutions?
General Requirements	<ul style="list-style-type: none"> Active Christian faith demonstrated by involvement in local church fellowship Commitment to Compassion's Statement of Faith Strong desire to see children released from poverty in Jesus' name A servant heart with a desire to serve in the ministry of Compassion Personal and professional integrity Prepared to undergo Criminal History checks 	

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, winback 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

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Job Specific Skills, Knowledge & Qualifications, Experience

Skills	<p>Essential:</p> <ul style="list-style-type: none"> • 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 • Ability to speak fluent Korean & English • Ability to read and write Korean & English <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to identify improvements to supporter experience processes to ensure a culture of innovation
Knowledge & Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of customer service principles and processes • Awareness of global poverty and development issues <p>Desirable:</p> <ul style="list-style-type: none"> • Qualifications in business, customer service or equivalent • In-depth knowledge of global poverty or development
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Customer service experience <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience in a contact centre environment • Previous experience using a Customer Relationship Management (CRM) system • Previous experience in a not-for-profit organization or Christian ministry

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Competency Profile		
Foundational Competencies	Level	Description of Competency
Organisational Knowledge for Decision Making	2	<ul style="list-style-type: none"> Describes Compassion's basic philosophical and theological stance on key ministry topics (e.g. poverty) Explains details of Compassion field operations including Compassion's four core programs Describes features and purposes of Compassion ministry offerings in detail
Health & Safety	1	<ul style="list-style-type: none"> Identifies and responds to hazards, near misses, incidents and emergency situations according to established protocols Identifies relevant Health and Safety personnel (e.g. Health and Safety representative, Return to Work Coordinator) and process for contacting them
Communication	2	<ul style="list-style-type: none"> Uses active listening and speaking skills to interact with fellow employees and supporters in an encouraging and sensitive manner Writes simple documents (e.g. emails, letters) for both employees and supporters in keeping with intended purpose Implements simple consultation process in order to gather and refine ideas within a workgroup
Teamwork	2	<ul style="list-style-type: none"> Facilitates effective sharing of knowledge and resources within a workgroup Builds and utilises small internal networks in order to develop mutual understanding and complete tasks
External Relationships	2	<ul style="list-style-type: none"> Interacts frequently with supporters and/or other external parties (e.g. businesses) in keeping with ministry guidelines in order to achieve simple tasks.
Technology	2	<ul style="list-style-type: none"> Utilises intermediate functions of generic productivity tools on a regular basis in order to complete work (eg. mail merge) Utilises a limited number of specialised software packages to complete work (e.g CRM systems)
Analysis and Problem Solving	1	<ul style="list-style-type: none"> Gathers information from a range of reliable sources and analyses using simple tools (eg. spreadsheets) in order to solve problems or improve operations within a workgroup Approaches personal work tasks and interactions in a manner that seeks to promote continuous learning and improvement
Organising	1	<ul style="list-style-type: none"> Manages personal calendar to ensure effective use of time Organises information to ensure personal productivity and in keeping with ministry guidelines Organises and coordinates a small number of resources in order to complete simple tasks within a workgroup

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