



## PREPARING YOUR JOB APPLICATION

To prepare your application please complete the following.

- Review the mission and ministry distinctives outlined on page 2
- Review the position description outlined on page 3
- Develop a 1 – 2 page cover letter outlining;
  - Why you are interested in the role.
  - How you would fit with Compassion’s organisational identity and culture and
  - How your skills and experience suit the role.
- Develop a concise resume outlining your qualifications and employment history.
- Please include a cover video introducing yourself and tell us why you’re interested in working at Compassion in the Supporter Engagement Centre
- Respond to the screening questions in the online application form

## CONTACT US

If you have any questions regarding the role, please email [peopleandculture@compassion.com.au](mailto:peopleandculture@compassion.com.au)

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Job Family:	Band:	

## ESSENTIAL INFORMATION ABOUT COMPASSION

### MISSION

Compassion exists to release 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.

**Section:** Ministry Partnerships  
**Team:** Supporter Engagement Centre

**Reports to:** SEC Team Leader

### 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

**Communicates with influence:** *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

**Delivers on the strategy:** *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

**Demonstrates business acumen:** *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

**Develops effective relationships:** *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

**Leads high-performing teams:** *Coaches and mentors team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Recognises the importance and value of team work and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results