

Australian Churches of Christ Global Mission Partners



Position Description:

Partnering across nations

Position Title:	Supporter Care and Events Coordinator (Location: VIC, NSW or SA)		
Team:	Engagement Team		
Reports To:	Director of Engagement		
Present Incumbent:		Date Reviewed:	26/11/2024
Nature of Appointment:	from 0.6 FTE (over 3-4 days)		

Position Overview:

The Supporter Care and Events Coordinator is the first port of call for Global Mission Partners' supporters, providing essential customer care. This role is responsible for facilitating an engaging and positive supporter experience that will help retain GMP's supporters and maximise their lifetime value.

The Supporter Care and Events Coordinator helps new and existing supporters connect deeply with Global Mission Partners and its program partners through a range of online and offline events and engagement activities. This role plays a key role in maintaining and growing existing and potential supporter relationships.

Key Outcomes	
Priority Task	Outcomes
<ul style="list-style-type: none"> General Supporter Care 30% 	<ul style="list-style-type: none"> Deliver excellent supporter care, including responding to supporter enquiries, requests and issues in a friendly, professional and timely manner Maintain up-to-date and accurate records on Salesforce Provide prompt expression of appreciation to individual supporters Some receipting may be required
<ul style="list-style-type: none"> Supporter Engagement and Supporter Journey 30% 	<ul style="list-style-type: none"> Nurture and support relationships with new and existing individual supporters Inspire supporters to retain or upgrade their financial support to Global Mission Partners Conduct outbound phone calls to supporters as part of our fundraising appeals. Assist with fundraising activities and activities to acquire new supporters Coordinate and manage Supporter Surveys
<ul style="list-style-type: none"> Event Coordination 40% 	<ul style="list-style-type: none"> Provide event guidance and administrative support to Global Mission Partners staff for discovery trips (in Australia and overseas) with supporters. Coordinate all Global Mission Partners supporter events (online and F2F) and provide support to some church events.

Requirements	
	1. 5+ years proven experience in customer service or supporter care programs
	2. 5+ years proven experience in event management
	3. Familiarity with Salesforce CRM and prior receipting experience (desirable)
	4. Fundraising and/or charity experience (desirable)
	5. Excellent attention to detail
	6. Highly organised and process driven
	7. Strong team player
	8. Ability to meet deadlines
	9. Excellent written, verbal and listening communication skills to effectively engage with GMP supporters and manage supporter enquiries and concerns
	10. Compliance with the GMP code of conduct
	11. Commitment to work according to the Christian mission, vision and values of GMP
	12. At the time of application, the successful applicant will already have the legal right to live and work in Australia

Delegation and Authority	
	1. Reporting signed off by Director of Engagement

Professional Development	
	1. Plan developed, implemented and reviewed annually.

Remuneration and Review Conditions	
	1. According to the policies of GMP and the relevant Fair Work Australia requirements.

I acknowledge that I have read and understood this Role Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement.

Employee Name:			
Signature:		Date:	

Executive Officer:			
Signature:		Date:	

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