

## DONOR RELATIONSHIP SPECIALIST

Full Time Position | Sydney based (Castle Hill)

We currently have a **full-time** opportunity for a Donor Relationship Specialist based at our Castle Hill office in Sydney.

**Who We Are:** Open Doors is a unique ministry serving Christian communities in over 70 countries where they are persecuted for their faith in Jesus Christ. At Open Doors we are committed to helping people follow Jesus all over the world, no matter the cost.

**Overall Position Purpose:** The Donor 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 supporter experience that not only solves problems and answers queries but encourages and educates supporters in their ministry partnership with Open Doors. This role assists with general administrative tasks for the operations of the ministry.

**Culture Statement:** We are a team consistent in our character who genuinely desire the success of others. We do this by valuing both our people and our purpose.

### KEY RESPONSIBILITIES INCLUDE:

- Inbound calls and emails
- Receiving and processing donations
- Outbound calls to thank donors
- Supporting Volunteers
- Office Admin

### TO BE SUCCESSFUL IN THIS ROLE YOU WILL HAVE:

- A commitment to the Christian faith and mission of Open Doors
- High attention to detail, with a strong sense of accountability
- Exceptional written and verbal communication skills with the confidence to speak and build positive relationships at all levels
- Ideally you will already have experience in customer/supporter services as you will need to be computer literate with a working knowledge of MS office.

Previous experience in the not-for-profit sector or fundraising will be highly regarded.

**Please forward your application, (brief cover letter and CV), via email to [robm@od.org.au](mailto:robm@od.org.au).**

To be eligible to apply for this position you must be an Australian citizen or have an appropriate Australian work visa.