

DONOR RELATIONSHIP SPECIALIST

Full Time Position | Sydney Office (Hours and WFH flexibility)

Customer Service role in Hybrid working environment
Permanent role, impacting the outcomes of our Ministry

Why Open Doors?

Our team at Open Doors is united in our love for Jesus Christ and His Commission. When working at Open Doors, you will get the chance to strengthen the faith of Christians all over the world, through Discipleship, Emergency Relief and Community Engagement.

We asked our people their thoughts on working with Open Doors – here is what they had to say:

- “Working for Open Doors means being challenged and encouraged in your faith every day! It’s a privilege to be in a job that helps strengthen the global body of Christ.”
- “Seeing and hearing real stories of persecution has forced me to see my walk with Christ in a new way.”
- “Exclusive experiences to travel and meet with persecuted believers, learning invaluable lessons along the way.”

Working with us also provides the opportunity to be a part of regular team devotions, access to Christian counselling and mentoring as well as coming together for bi-annual team days for fellowship, prayer, and worship.

Our Impact

In 2020, our work at Open Doors helped almost 8 million persecuted Christians around the world through Bibles, training and practical support.

As a growing and respected ministry that supports persecuted Christians in more than 70 countries, and with our vision to make a double impact to the Christians of the world, we’re excited to bring on someone who shares the same vision, strengthening our organisation by connecting with like-minded people, partners, and the community.

Experience more about the impact Open Doors has by watching [this video](#).

About the Role

The Donor Relationship Specialist will engage with supporters across various mediums to respond to their service requests. In this key role within the Ministry, our Donor Relationship Specialists provide excellent supporter experiences that not only solve problems and answer queries but encourage and educate supporters in their ministry partnership with Open Doors.

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Your duties will include, but are not limited to:

- Receiving and responding to service requests from supporters through various channels e.g. phone, e-mail, live chat, social media.
- Making retention-focused and further engagement outbound calls to supporters as part of Donor Journeys. These include welcome calls, win-back calls and sensitive service calls which are part of Donor Journeys.
- Participation in the maintenance of FAQ's for the website and a Donor Queries knowledge base.
- Facilitation of communication between supporters and Open Doors departments to resolve complex supporter enquiries.
- Basic finance processes including processing transactions and tasks assigned by CFO/Finance.
- Providing general administrative support for the organisation's operations.

Skills and Experience

We are seeking a dedicated, like-minded service-focused individual to join our faith-based organisation. For this role, we are also ideally seeking the following:

- Diverse customer service experience including effective communication and relational skills, with the ability to build rapport with people from diverse backgrounds via phone and email.
- Outstanding administrative skills including familiarity with Salesforce and Microsoft Suite.
- Knowledge of customer service principles and processes.
- The ability to work independently and as a team with energy and creativity.
- Ability to solve problems to a satisfactory conclusion.
- Ability to multi-task effectively.
- Demonstrated knowledge and understanding of the Australian and New Zealand landscape.

Join Us

If you share our passion to make a difference for the most important issues in our Christian world today, we would love to hear from you!

To apply, please submit your brief resume (max. 3 pages) and cover letter addressing your fit for this role to peopleandculture@od.org.au

Applications to be received by close of business on Tuesday 20 September 2022.