

# SUPPORTER EXPERIENCE COORDINATOR

## Based in Castle Hill, Sydney

- Part-time (maternity leave cover)
- Based in Sydney
- Hybrid and flexible working environment

Are you a passionate and experienced project manager, great with people, and keen to use your skills to make a meaningful impact in the lives of persecuted Christians? Open Doors is seeking a highly collaborative and detail-oriented Supporter Experience Coordinator to manage our internal marketing request workflow and projects, engage with supporters and drive our mission forward.

## WHY OPEN DOORS?

In Christ, we strengthen the most persecuted. We connect the Australian and New Zealand church with their persecuted family to deepen one another's discipleship journey. When you work with us, you'll get the chance to strengthen the faith of persecuted Christians living in the most dangerous places to follow Jesus.

We asked our people their thoughts on working with Open Doors and here's 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."
- "It is such a joy to know that I'm using the gifts that God has given me to help serve those who need to be served."

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

Last year, our work at Open Doors helped **8,007,547 persecuted Christians** across the globe, providing:

- 1.8 million people with **Bibles and Christian literature**.
- 3.6 million people with **discipleship**, training, mentoring, and counselling.
- 1.2 million people with **in person visits**, care, and prayer
- 565,000 people with **socioeconomic development**, emergency relief, medical care, and education.

As a growing and respected ministry that supports persecuted Christians in more than 70 countries, we are the leading voice on Christian persecution and trusted partner to build a mature and unified global Church. We're excited to hire someone who shares the same ideals by connecting with like-minded people, partners, and communities.

## ABOUT THE ROLE

As the Supporter Experience Coordinator, you will play a key role in the delivery of all internal marketing requests and projects, as well as engaging with supporters and implementing our supporter journeys. Your duties will include, but are not limited to:

- Ensure all internal requests and projects are aligned with our strategies and priorities.
- Ensure approved requests and projects are completed on time, on budget and on brand.
- Write and develop briefs for all cross-ministry projects
- Project manage all internal project work with our creative team, managing capacity, timelines and workflow.
- Be the key contact point for stakeholders across the ministry requiring marketing resources.
- Manage strategic projects including supporter subscriptions, supporter journeys and journey reviews
- Manage ministry allocations, accessing Zinnia and providing projects and content for the Partnerships and Campaigns teams.
- Provide supporter engagement support by answering supporter phone calls and emails.
- Make retention-focused and further engagement outbound calls to supporters as part of Supporter Journeys. These include welcome calls, win-back calls and milestone thank yous.
- Provide feedback and updated processes to improve the efficiency, management and accountability of workflow within the team.

## SKILLS AND EXPERIENCE

For this role, we are ideally seeking the following:

### Essential

- Proven experience in project management, fundraising, marketing or supporter experience.
- High capacity and attention to detail
- Excellent digital administration skills in project management
- Analytical thinker and highly organised
- Ability to manage competing priorities
- Able to collaborate with others to achieve outcomes
- High emotional intelligence
- Great listening skills

### Desirable

- Experience in a call-centre
- Experience with Asana
- Experience in the Not-for-profit sector
- Project Management qualifications

## JOIN US

If you are an enthusiastic and skilled project manager or marketing professional with a passion for engaging with supporters and taking projects forward, we invite you to join our team as the Supporter Experience Coordinator. Help us in our mission to serve persecuted Christians globally by applying your expertise to our marketing and supporter engagement efforts.

To apply for the Supporter Experience Coordinator position, please submit your resume (maximum 3 pages) and a cover letter to [peopleandculture@od.org.au](mailto:peopleandculture@od.org.au) Applications are to be received by COB 18 September, 2024.