



Position Description: Supporter Engagement Coordinator

Position Title	Supporter Engagement Coordinator
Location:	Chatswood; Sydney
Reports to:	Head of Supporter Engagement
Work type	Full time

About WorldShare

For over 75 years, WorldShare has existed to transform lives and restore hope around the world, by connecting Australians with people in need overseas, so that together, we love like Jesus.

We are a Christian aid and development organisation which takes God's mission seriously in loving and helping those in need, particularly the most vulnerable and marginalized. We love and empower the outcast and forgotten through education and training, so they can have hope for the future.

We work through local Christian partnerships overseas to bring lasting change to communities; particularly to vulnerable children, disempowered women and those excluded from their communities.

Role purpose

The Supporter Engagement Coordinator is the first port of call for WorldShare supporters, providing essential customer care. This role is responsible for facilitating a supporter experience that is positive, efficient, timely and engaging.

The Supporter Engagement Coordinator helps new and existing supporters connect deeply with WorldShare and its international partners through prayer, giving, learning and visiting. This role will develop and manage existing and potential supporter and Church relationships.

Key responsibilities

The Supporter Engagement Coordinator will be responsible for:

General Supporter Care

- Delivering excellent supporter care, including responding to supporter enquiries and issues / complaints in a professional and timely manner
- Identifying supporter opportunities for growth and undertake regular supporter communications, including creating and executing supporter retention activities
- Maintaining up to date and accurate records on WorldShare CRM, ensuring database integrity

Supporter Engagement

- Maintaining and growing relationships with new and existing supporters at all levels, including recurring donations and sponsorships
- Maintaining and growing existing church partnerships

- Assisting with the creation and implementation of fundraising activities to grow acquisition, retention and value
- Managing office volunteers and engagement with WorldShare advocates
- Coordinating short term mission trips with supporters
- Attending and participating in supporter or church events as required
- Providing assistance to the Supporter Relationships Manager and Head of Supporter Engagement
- Maintaining, promoting and leading the Christian values of the organisation

Key attributes required

We are looking for someone with the following skills, qualities and experience:

Required

- A people person, with a passion to serve our supporters and provide superior customer service
- Excellent communication style in person, on the phone and via email, with the ability to develop and nurture positive and engaging relationships with supporters and churches
- A high level of organisational skills and attention to detail, the ability to work quickly and accurately
- A team-based approach to work and the ability to manage multiple tasks to meet deadlines in a fast-paced environment while maintaining a flexible and positive attitude
- The ability to be proactive, show initiative and effectively problem solve while being results and performance oriented
- Excellent administrative and computer skills
- The ability to travel occasionally as required, interstate and potentially overseas
- A person of integrity and the ability to appropriately handle confidential data
- Passionate about engaging Australians to support our ministry partners overseas
- Alignment with WorldShare's Christian mission and vision, ability to participate in Christian activities at WorldShare including times of prayer, and a commitment to international aid and development in a Christian environment

Preferred

- Experience in administration and customer service, ideally in a fundraising environment
- Account management or demonstrated experience in maintaining, nurturing and growing relationships and partnerships
- Knowledge of the Christian aid and development sector
- Experience with strategic planning and implementation
- Experience with Salesforce or similar CRM.