

Supporter Relations Co-ordinator

Full-time, permanent

- Join a passionate team of awesome people responding to the challenges of global poverty in a contemporary world
- Be integral in delivering an exceptional supporter experience
- Supportive team environment

Play a vital role in Tearfund's Supporter Relations Team. Contact centre experience would be advantageous.

About us

Tearfund is one of New Zealand's leading faith-based NGO's with development partnerships and programmes throughout the developing world. It is a highly respected charity that inspires people to give, learn, advocate and stand up against injustice.

Over 25,000 donors and 1,600 churches nationwide provide a network for the majority of funding needed for Tearfund's development programmes.

We have over 40 highly competent staff who work out of our Mt Roskill, Auckland office to support the growth and effectiveness of our programmes.

The role

As the Supporter Relations Co-ordinator you will be responsible for ensuring that we provide our valued supporters with an outstanding supporter experience. You'll keep our supporters engaged, well informed and committed to supporting Tearfund's work, year after year.

This is a busy role and will see you responding to a variety of supporter enquiries, welcoming and thanking supporters for their contributions and helping us to retain and grow our supporter base. You'll organise supporter trips and visits and take ownership of key child sponsorship planning and administration activities.

Ideally, you'll have;

- 3+ year experience working in a customer facing role, preferably in a contact centre environment with inbound and outbound calling responsibilities
- Experience working independently in a role with call, sales/retention or similar targets
- An excellent phone manner with the ability to easily connect with people
- A clear, confident and articulate communication style
- Administration & planning skills
- Good working knowledge of technology (e.g. CRM, office)
- Energy and enthusiasm to do a great job for a great cause
- An excellent work ethic

In return we'll provide;

- A great place to work just 20-minutes from the CBD with free parking. Our office is located close to some great cafe's and amenities with easy access to the motorway
- Training on what's expected of you and on-going support

- A friendly and supportive team environment where we take the time to celebrate and reflect on our successes.

This is an excellent opportunity for someone who is passionate about customer service and who is professional, organised and super-efficient! If this sounds like you then we'd love to receive your application.

To discuss this opportunity further please contact Elke on 021802213 or Angela on 021 357 708. To apply please send a cover letter (outlining why you'd like to work for Tearfund) and your CV to work@tearfund.org.nz.