Supporter Services Associate

DEPARTMENT: Supporter Services (within Partner Relations)

Summary

The Supporter Services Associate will be responsible for contributing to an exceptional supporter experience by providing a high level of customer service to Compassion supporters through phone, email and chat. These supporters are sponsors, donors, volunteers or potential future partners.

Ministry Focus

Compassion Canada is a Christian organization, committed to being child-focused, Christ-centered, and church-driven. As such, each employee of Compassion Canada shall:

- Participate in regular staff gatherings and chapel services,
- Pray with supporters when requested by same or when deemed appropriate with supporter's permission. (This will apply to some positions more than others),
- Conduct themselves in a Christ-like manner at work and outside the workplace,
- Promote the evangelical approach to ministry that Compassion Canada has adopted and put into practice.

Duties and Responsibilities:

- Provide exceptional supporter service through a variety of methods such as receiving incoming calls (primary role), outbound calls, and responding to email and chat inquiries.
- Be a subject matter expert as it relates to the Compassion program and supporter opportunities to deepen engagement and increase acquisition.
- Maintain supporter data through various and complex systems with careful attention to detail and to accuracy.
- Ensure quality and compliance requirements are met in every supporter interaction.
- Contribute to the team dynamic and culture, engaging in personal, professional and spiritual growth.
- Be a champion for Compassion's ministry of releasing children from poverty in Jesus' name.
- Provide assistance with overflow work for other members of the Partner Relations team as needed.

Skills Required:

- Passionate about, and experienced in, providing exceptional customer service and solving complex supporter-related problems,
- Desire and stamina to speak with a variety of supporters for extended periods throughout the day,
- Excellent oral and written communication abilities,
- Ability to multi-task and strong proficiency in a computerized environment; this role requires operating multiple data-systems simultaneously while communicating with supporters.
- The ability to educate partners in the nuances of our work, enhance their loyalty, deepen their engagement, increase sponsorships and elicit donations in support of children overseas.
- Working knowledge of Microsoft Office, Office365 is an asset.
- Strong data entry skills with a minimum of 50+WPM.
- Ability to work in a fast-paced, demanding environment with an aptitude to champion change.
- Committed to team and personal excellence, with the ability to take individual initiative.

- English language proficiency is required, and conversational proficiency in French, Spanish, Korean, Cantonese, Mandarin, or other languages would be considered a strong asset.

Experience & Education Required:

- Completion of High School or equivalent

Supervision:

Received: Supporter Services Team Manager, Director of Supporter Services.
Given: None

Contact:

Within: All Staff
Without: Supporters, Donors, Volunteers, Pastors, Artists, Ambassadors, denominational, and organizational leaders.

NOTE: The foregoing statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills.