

SUPPORTER SERVICES CONSULTANT

Position Description

<p>Team: Business & Finance NSW & ACT Branch</p>	<p>Location: CMS NSW & ACT Office Level 5, 51 Drutt Street, Sydney 2000</p>
<p>Reports to: Supporter Services Manager CMS NSW & ACT</p>	<p>Review Dates: 3-month probation period 12-month annual review</p>
<p>CMS Vision and Purpose: Our Vision: A world that knows Jesus Our Purpose: We work with churches to set apart godly people as long-term cross-cultural gospel workers.</p>	<p>CMS Mission: As we seek to see a world that knows Jesus, the mission of CMS is:</p> <ul style="list-style-type: none"> • To reach gospel-poor peoples for Christ • To equip Christian leaders for church and society • To engage churches in cross-cultural mission
<p>Primary Objectives of Position: To provide effective individual supporter communication. To provide administrative assistance to missionaries and other teams within the CMS NSW & ACT Branch.</p>	<p>Position Purpose: To ensure CMS supporters have positive interactions with the Branch office, with requests and donations processed in a professional and timely manner. To ensure administrative work within the Branch is completed effectively and in a trustworthy manner.</p>

KEY ACCOUNTABILITIES	
Key Performance Area	Expected Outcomes
1. Processing supporter requests received by mail, email, phone and in person	1.1 To ensure reception and all incoming calls, mail and email is administered in a courteous and professional manner. 1.2 To follow up on any supporter requests by phone, mail, email or in person ensuring a reply within a minimum timeframe, in any case not exceeding 48 hours. 1.3 Monitor and action the Active Cases in missionForce assisting other staff to keep communication timely. 1.4 Providing an increased level of transparency in all communication, by maintaining clear records of communication in missionForce to assist in well informed responses to supporter requests. 1.5 Where issues or time constraints are encountered, cases are escalated to the Supporter Services Manager. 1.6 Initiate ideas for individual supporters to have an enhanced experience of engagement with CMS and CMS missionaries.
2. Reception	2.1 Maintaining a professional and courteous manner at all times. 2.2 Providing appropriate reception of individuals to facilitate interaction with relevant staff members. 2.3 Ensuring all visitors to the office comply with all current WHS and administrative requirements. 2.4 Receiving all deliveries and ensuring notification to relevant staff members. 2.5 Sort and process all incoming and outgoing mail. 2.6 Handling visitors, mail and deliveries in a similar manner on behalf of CMS-A. 2.7 Alert relevant staff of any problems (security issues - a senior staff member; administrative issues - Supporter Services Manager). 2.8 Ordering of stationary etc to maintain pre-determined supply levels.
3. To continually improve the supporter data in missionForce	3.1 Update any data requested in missionForce in a timely manner. 3.2 Take initiative to suggest process improvements for missionForce data. 3.3 Take the initiative when talking with supporters to collect data that will improve data quality in all areas.
4. Projects	4.1 Carrying out project work as assigned including making phone calls and sending emails to supporters. 4.2 Keeping records of all communication in the recommended project which is transparent for other members of the team. 4.3 Providing information to the Supporter Services Manager to enable compilation of relevant and timely reports on projects.

5. Conference Centre administration	5.1 All Conference Centre mail, telephone enquiries, emails etc are attended to in a timely manner 5.2 All booking enquiries are responded to in a professional and courteous manner within two business days 5.3 All booking paperwork (including invoices) is provided in a timely manner
6. Administrative support to other teams	6.1 To provide administrative support to other teams within the Branch as instructed by the Supporter Services Manager. 6.2 Report ongoing progress to the Supporter Services Manager.

ESSENTIAL VALUES, SKILLS & QUALIFICATIONS

Essential:

- A growing Christian who is committed to the vision and ethos of CMS NSW & ACT
- Servant hearted attitude
- Team oriented
- Excellent interpersonal skills
- Willingness to learn new systems
- Ability to work well both independently and as part of a team

Desirable:

- Competent in the use of Microsoft Office 365 product suite
- Experience with Salesforce and VenueLife booking software
- Ability to act proactively and with initiative
- Past interaction with CMS or other similar mission

Abilities:

- Database experience (preferably Salesforce) and computer skills
- Good written communication skills
- Personable phone manner

Qualifications:

- Undergraduate qualification or administrative experience an advantage

SAFE MINISTRY REQUIREMENTS

CMS NSW & ACT has zero tolerance for child abuse and therefore, to ensure the safety of children and vulnerable people, including those from indigenous, cultural and/or linguistically diverse backgrounds, and/or with a disability, employment in this position is conditional on the person:

- Complying with the NSW Commission for Children and Young People Act 1998 (NSW) and clearance issued through the NSW Government Office of the Children's Guardian (Working With Children Check)
- Satisfying a Police Check
- Verified completion of Safe Ministry Training (or equivalent)
- Consenting to undergo a Professional Standards Network Check
- Agreeing to abide by the CMS Code of Conduct

WORKPLACE HEALTH & SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY
<p>As a worker at CMS NSW & ACT you must:</p> <ul style="list-style-type: none"> • Take reasonable care for your own health and safety • Take reasonable care for the health and safety of others • Comply with any reasonable instructions, policies and procedures given by CMS in the workplace. <p>You have a responsibility to comply with Equal Employment Opportunity legislation and the associated CMS NSW & ACT and Fellowship policies and procedures.</p>

DECLARATION	OCCUPANT	EXECUTIVE DIRECTOR
<p>I understand and accept the responsibilities as outlined.</p>	<p>Name:</p> <p>Signature:</p> <p>Date:</p>	<p>Name:</p> <p>Signature:</p> <p>Date:</p>