

CUSTOMER RELATIONSHIP SPECIALIST

(Supporter Experience Specialist)

PERMANENT FULL-TIME OR PART-TIME ROLE

- Customer service role in hybrid working environment
- Impacts the outcomes of our Ministry
- Competitive salary within the not-for-profit industry

WHY OPEN DOORS?

Our team at Open Doors is united in our love for Jesus Christ and His Commission. When working at Open Doors, you will get the chance to strengthen the faith of Christians all over the world, through Discipleship, Emergency Relief, and Community Engagement.

We asked our people their thoughts on working with Open Doors – here is what they had to say:

- *“It is such a joy to know that I’m using the gifts that God has gifted me to help serve those who need to be served.”*
- *“Seeing our amazing work impact countries around the world has opened my eyes to what it is like for other Christians.”*
- *“I have personally grown so much through interacting with believers who have suffered for their faith and also being on such an amazing team of passionate, experienced and dedicated people.”*

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, celebration, and worship.

OUR IMPACT

In 2025, our work at Open Doors helped over **6 million persecuted Christians** across the globe.

Overall, we provided support to:

- 3,782,086 Christians and Church Leaders with biblical training
- 1,220,087 Christians with the distribution of Bibles and other Christian resources
- 803,896 Christians impacted by violence and disaster with emergency relief
- 356,700 Christians supported through advocacy
- 535,680 with socio-economic support

As a growing and respected ministry that supports persecuted Christians in more than 70 countries, we’re excited to bring on someone who shares the same vision, strengthening our organisation by connecting with like-minded people, partners, and the community.

ABOUT THE ROLE

The Supporter Experience Specialist will engage with supporters across various mediums to respond to their service requests. In this key role within the Ministry, our Supporter Experience Specialists provide excellent customer engagement that not only solve problems and answer queries but encourage and educate supporters in their ministry partnership with Open Doors.



Your duties will include, but are not limited to:

- Receive and respond to supporter phone calls and emails with consistency, empathy, efficiency, reliability and follow-through. Ensure the supporter enquiry takes priority over other tasks
- Make retention-focused outbound calls to supporters to deepen their support of the persecuted Church. These include welcome calls, invitations to become a Regular Giver, and follow up on missed contributions
- Facilitate communication between supporters and Open Doors teams to resolve complex supporter enquiries
- Maintain gratitude, thanks, and humility in all supporter interactions, exemplifying our heart to serve the supporter
- Proactively seek solutions to inefficiencies or negative supporter experiences
- Lead suggestions and change in how processes can be improved
- Consider how technologies and journeys can further deepen supporter's engagement with, and support for, the persecuted Church
- Be the contact person for technology projects or upgrades and how they may impact the Supporter Experience team
- Engage with Contact Centre best practice groups and publications
- Ensure supporter enquiries and tasks are documented and followed up with the CRM
- Maintain internal FAQ's Supporter Experience processes and scripts
- Provide general administrative support for the organisation's operations
- Mail out prayer guides, books, and campaign pieces for supporters
- Enter all hard-copy credit card donation forms from supporters
- Enter all cheque information from supporters.

SKILLS AND EXPERIENCE

We are seeking a dedicated, like-minded, service-focused individual to join our faith-based organisation. For this role, we are also ideally seeking the following:

- Diverse customer service experience including effective communication and relational skills, with the ability to build rapport with people from diverse backgrounds via phone and email,
- Outstanding administrative skills including familiarity with Salesforce and Microsoft Suite,
- Knowledge of customer service principles and processes,
- The ability to work independently and as a team with energy and creativity,
- Ability to solve problems to a satisfactory conclusion,
- Ability to multi-task effectively and manage strategic projects, and
- Demonstrated understanding of the New Zealand and Australian Christian landscape.

JOIN US

If you share our passion to make a difference for the most important issues in our Christian world today, we would love to hear from you!

Please submit your brief resume (max. 3 pages) and cover letter to peopleandculture@od.org.au

Applications to be received by close of business on Friday, 26th June 2026.