



CANADA

Donor Experience Specialist (Volunteer)

At Tearfund, we are Christians passionate about ending poverty. We seek to continue God's restoration mission on Earth and won't stop until poverty stops. Here you will join other Christians who want to help the poor escape poverty and believe that working with the local church is the best way to transform lives, restore relationships and help people be lifted out of poverty. When disasters strike, we respond quickly.

As a Donor Experience Volunteer, you will be responsible for building strong and lasting relationships with Tearfund's current donors and finding new ways to re-engage new / previous donors.

Position Profile

Position:	Donor Experience Specialist (Volunteer)
Reports to:	Marketing and Communication's Manager
Location:	Markham, Ontario or remotely
Schedule:	4 to 8 hours per week
Dates:	Ongoing
Application deadline:	October 1, 2019

Benefits of this Position

- The opportunity to make a real life-changing difference in the lives of people living in poverty through the world
- You will gain experience and knowledge in international development with a brand that is globally recognized.
- You will learn about best practices in customer (donor) experience design and marketing from a 360 degree stand point.
- You will have the opportunity to refine your interpersonal, fundraising, and calling skills.
- The opportunity to use your God-given skills and abilities to build God kingdom
- You will have the opportunity to take on new challenges and build something lasting.

Position Description

About Tearfund

Tearfund Canada is made up of Christians passionate about ending poverty. We are part of the global Tearfund family, which raises more than \$200M and works in over 50 countries. Tearfund Canada leads life-transforming projects in 11 countries across Africa and Asia with long-term church-based partners.

Tearfund Canada is the official relief and development arm of six Canadian denominations and many independent churches. We raise funds from individuals and churches, as well as Global Affairs Canada and the Canadian Foodgrains Bank.

We believe that poverty is a result of broken relationships and seek to address all aspects of poverty: physical, spiritual, emotional, and social.

This Role

As a Donor Experience Specialist you will help Tearfund follow Jesus where the need is greatest by building relationships with current and prior donors through relational telemarketing methods. You will help identify new ways to deepen relationships with donors through calling and other communication channels.

The Donor Experience Specialist is a key part of the ministry and works to achieve Tearfund's vision by encouraging financial support through regular giving or other ways as appropriate. This person is passionate about how God is working through Tearfund in some of the poorest places on Earth and extremely comfortable talking to others over the phone.

Weekly Activities

- Calling new donors to thank them for their donation
- Calling current donors to thank them for donations, build relationships, and increase giving as appropriate.
- Contacting lapsed donors to determine reasons for leaving and to find ways of re-engaging as appropriate.
- Encourage supporters in their relationship with Christ and with Tearfund in a Biblical manner
- Helping to write and mail thank you letters and cards as necessary
- Designing and implementing donor surveys to determine donor interests, motivations, and views.

Qualifications

- Fully aligned with the vision, mission, and values of Tearfund Canada
- Passionate about seeing Christ's Kingdom come on Earth. Seeing work as worship.
- Prior experience in customer service / donor relations
- Highly articulate and excellent verbal communication skills
- Ability to thrive, enjoy and embrace calling donors
- Confident, bubbly and loves to talk to people.
- Strong interpersonal skills – warm, empathetic and outgoing personality
- Adaptable and flexible, ability to think fast

Application

To apply: Send a brief cover letter on how you would incorporate your faith into this role and why you're the right person for it, along with your current resume.

Note: October 1, 2019. Applications will be received on a rolling basis.

Please apply by email only, with cover letter and resume, to Matthew Schroeder at mschroeder@tearfund.ca

Qualified candidates must be able to demonstrate a commitment to the core values and Christian mission of Tearfund Canada.

Tearfund Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for applying, however will only reply to those selected for interviews.

To learn more about Tearfund Canada, visit Tearfund.ca