



Position Description

Donor Care & Support Coordinator

July 2018

A Bit About Christianityworks

Our passion is seeing millions of lives transformed, one by one, as we proclaim the Good News of Jesus around the world, through the media.

That's something that we've been doing that since 1957 here in Australia, through radio and more recently, television, internet, print and social media. Each week millions of people in over 160 countries listen to or watch our Australian-produced radio and television programs – across Australia and New Zealand, the Pacific nations, Asia, Africa, Europe, North America and the Middle East.

Here at Christianityworks we teach the Bible in the media, in a way that is faithful to the Scriptures and intensely relevant to the life issues we all face.

You can find out more about the ministry at <https://christianityworks.com>

You can see what others say about the ministry at <https://christianityworks.me>.

About the Donor Care and Support Position

As a result of its rapid growth, Christianityworks is looking to recruit a new, team member to work in our office in Bondi Junction, four days per week.

The focus of the role is to care for those who respond to the ministry, and those who support the ministry.

This new position involves both a front line ministry aspect (dealing directly with listeners and supporters by phone and email) and an administrative support aspect. This will include:

- proactively building relationships with donors,
- answering the phone and taking orders and donations,
- following up voicemails left after hours,
- responding to queries from the website and emails,
- calling donors to thank them for their support,
- praying with and encouraging listeners, viewers and donors,
- accurately updating the supporter database as required,
- assisting in the large, monthly donor mailings,
- following up expiring credit cards and failed donation payments,
- overseeing donor systems,
- helping in tidying/cleaning the office and taking rubbish out,
- taking mail to the post office, and
- showing hospitality to volunteers.

The position is part-time four days per week. The work days are Tuesday through Friday.

In addition, there is a requirement for flexibility to sometimes work on different or additional days and to provide additional coverage from time to time when other staff are on leave. (There will typically be some notice when this is required.)

Initial appointment will be on a 3 month probationary basis during which the time employment will be casual. The successful applicant will be trained and given every opportunity to succeed. If, at the discretion of the CEO, the individual is found not to be suitable for the role during that time, the appointment will be discontinued. Following the 3 month probationary period, presuming that the individual is assessed as suitable for the role, employment will become permanent part-time.

The position reports to the CEO of Christianityworks on a day-to-day basis.

Necessary Skills and Abilities

The successful applicant will have the following attributes:

- a deep passion to help people grow in their relationship with the Lord,
- a caring heart, prepared to lend an ear and pray with people.
- a proven track record in customer service and/or pastoral care roles,
- a demonstrated ability to handle administrative detail and complexity, accurately and reliably,
- the ability to learn quickly and remember detail,
- honesty, integrity, professionalism and the ability to keep donor information confidential,
- strong verbal communication and time management skills,
- the desire and ability to work flexibly as part of a small team,
- excellent typing and PC skills,
- a passionate desire to be part of a ministry that sees countless lives transformed as it proclaims the Gospel through the media,
- the ability to be flexible with work hours, and work additional days when required.

Prior experience in working in the donor management area of a not-for-profit organisation is highly desirable, but not mandatory.

Personal Faith and Conduct

The Donor Care and Support Coordinator plays both a frontline ministry as well as an administrative support role. As such, the incumbent must:

- Be able to affirm his or her adherence to the ministry's Statement of Faith (attached) as a prior condition of their appointment,
- Be a mature Christian who actively lives out their faith,
- Understand that he or she is subject to the leadership and authority of the CEO and the Board,
- Endeavour to lead a life of holiness and honour to the Lord,

- Observe appropriate dress standards, and
- Not undertake any behaviour in his or her personal life that may bring the ministry into disrepute.

Given the nature of the role within the context of the ministry of Christianityworks, any act or omission that in the view of the CEO brings or has the potential to bring the ministry into disrepute, may result in summary dismissal of the individual from the appointment.

Statement of Faith

The Bible

We believe that the Bible, consisting of the 66 books of the Old and New Testaments, is the revelation of God to mankind, is verbally and fully inspired by Him, is sufficient for the knowledge of God and His will that is necessary for the eternal welfare of mankind, is infallible and inerrant in its original manuscripts, and is the supreme and final authority for all Christian faith and conduct.

(2 Tim. 3:16,17; 2 Pet. 1:21; 1 Cor. 2:13; Deut. 29:29; 2 Tim. 3:15; John 10:35)

God

We believe that there is but one God, whose essential nature is that of a living, personal Spirit. He is infinitely perfect in all of His attributes, He is the creator and sustainer of all things, and He exists in three persons—Father, Son and Holy Spirit.

(1 Cor. 8:4; John 4:24; 5:26; Gen. 1:1; Col. 1:16,17; Matt. 28:19)

Jesus Christ

We believe that Jesus Christ is true God and true man; that is, He is fully divine and also fully human. He pre-existed eternally with the Father, was conceived by the Holy Spirit and born of the virgin Mary, lived a perfect life and died a substitutionary death for the sins of mankind. We believe that He arose bodily from the grave, that He ascended to heaven, where He is presently High Priest and Advocate for His people, and that He will return personally and bodily to the earth at the close of this age. He is the world's only Saviour and is the Lord of all.

(Phil. 2:5-11; John 1:1; Matt. 1:23-25; 1 Pet. 2:22; 1 Cor. 15:3; 1 Tim. 2:6; 1 Cor. 15:20; Heb. 4:14-16; John 14:3; Acts 4:12)

The Holy Spirit

We believe that the Holy Spirit is a divine Person, the third Person of the Trinity. We believe that He was sent from the Father by the Son to convict the world, to regenerate and indwell those who trust in Christ, to baptise them into the Body of Christ, to seal them for the final day of redemption, to guide them into truth, to fill them for a life of holiness and victory and to empower them for witness and service. We believe that He gives spiritual gifts to believers for the proper functioning of the Body of Christ, which is the Church.

(Acts 5:3,4; John 16:7-14; 3:5-8; 1 Cor. 2:9-12; 3:16; 12:3-13,28-31; Eph. 1:13,14; Acts 1:8)

Man

We believe that man was originally created by a definite act of God in His own image and is dependent upon and accountable to his Creator. Through disobedience, the first man sinned and fell from his original state of moral perfection. As a consequence, he brought upon himself and upon the whole human race the penalty for sin, which is spiritual and physical death. Since Adam, every person is born with an inherently sinful nature and becomes a sinner in thought, word and deed. Every person, therefore, stands under the just condemnation of God and is unable to save himself or to present deeds worthy of merit before God.

(Gen. 1:26,27; 2:7; Rom. 2:6-16; 5:12-21; 6:23; Matt. 5:20-48; John 3:36)

Salvation

We believe that a person is saved by God's grace alone, made possible through the shed blood of Christ, whereby He died a substitutionary death for mankind, and through the Resurrection of Christ. Salvation becomes effective when a person, by an act of faith, acknowledges Jesus Christ as his personal Saviour and Lord. The benefits of this salvation include the forgiveness of sins and a new standing before God, the impartation of new life and all the privileges that accompany a new family relationship with God. The assurance of salvation as a present possession is the privilege of every believer in Christ.

(Eph. 2:8,9; 1 Cor. 15:3; Acts 16:31; Rom. 10:9; Acts 3:19; Rom. 3:28; John 3:16; John 1:12; 10:28; Phil. 1:6)

The Christian Life

We believe that God expects every believer to live a life of obedience, in which every area of his life is brought under the lordship of Jesus Christ and the fruit of the Spirit becomes increasingly evident in his life. The goal of the Christian life is to be conformed to the image of Christ. This life is characterized supremely by self-giving love for God and for others. The life and character of Christ, which grows through the Holy Spirit, is noticeably distinct from the life of the world. A believer who resists the gracious working of the Holy Spirit and fails to grow in obedience is chastened in infinite love by his Heavenly Father so he may learn obedience.

(John 14:21; 2 Cor. 10:4,5; Gal. 5:22,23; 2 Cor. 3:18; Matt. 22:37-40; 1 John 2:15-17; Heb. 12:5-14)

The Church

We believe that the Church of Jesus Christ is the universal company of God's redeemed people, His Body, of which He is the head, His Bride, whom He loves infinitely, and His temple, in which He dwells. This universal Body of Christ is visibly expressed in local assemblies, whose purpose is to glorify God through worship, fellowship, instruction in God's Word, observing the ordinances and training in service to the world. The supreme task in the mission of the Church is to make disciples for Christ in all the

nations through the proclamation and teaching of the Gospel. The Church is also to demonstrate the love and compassion of Christ, through word and deed, in an alienated world.

(1 Pet. 2:9,10; Eph. 1:22,23; 5:25-27; 2:19-22; 1 Thess. 2:14; Eph. 3:6-10; Acts 2:42; Eph. 4:11-13; Heb. 10:25; Matt. 28:18-20; 26:26-29; 1 John 4:17)

The Future Life

We believe in the imminent return of Christ to take His people to be with Him and to judge and rule the earth in righteousness. We believe in the resurrection of the body for both believers and unbelievers. We believe that the believer goes to be with Christ in conscious blessedness immediately after death, having escaped the condemnation of his sins through the death of Christ. He will, however, stand before God to receive rewards for works approved by God or to suffer loss for works disapproved. The believer will live eternally in the immediate presence of God, while the unbeliever must face the eternal and holy Judge, who will sentence him for his sins. He will experience the punishment of eternal separation in hell from the presence of God.

(John 14:3; 1 Thess. 4:16,17; Rev. 11:15; 1 Cor. 15:20,23; Phil. 1:23; Rom. 8:1; 2 Cor. 5:10; Rev. 20:11-21:5; Rom. 2:11)

Satan

We believe in the personality and depraved character of Satan, who is the great enemy of God and man. We believe that he, along with the company of demonic beings serving him, works out his evil plans through the ungodly world system, limited only by the sovereign rule of God. We believe that he was judged by Christ at the cross and will ultimately meet his doom in the lake of fire, where he will remain eternally.

(Matt. 4:3-11; Gen. 3:1; John 8:44; Rev. 12:9,10; 2 Cor. 4:4; 1 John 5:19; Job 1:6-12; 1 John 3:8; Rev. 20:10)

Sexuality

Human sexuality is a part of God's design for humanity and as such, physical intimacy is a beautiful gift from Him. We believe that the only right and proper expression of this gift is exclusively between one man and one woman, who have been joined together as husband and wife in a life long bond of marriage. People who continue in sexual immorality (whatever its form) will not inherit the kingdom of God.

(Gen 2:22-25, Exodus 20:14,17, Mark 10:2-12, 1 Cor 7:1-3;10:8, Gal 5:19-21, Col 3:5)