

## Supporter Engagement Coordinator

Part-time hours – Fixed term until 19 December 2025

This inbound and outbound calling role is at the forefront of creating respectful, trusting and long-term relationships with our supporters. The role has responsibility for achieving call volume and fundraising targets.

### About us

Tearfund is one of New Zealand's leading faith-based NGO's with industry-leading development partnerships and programmes throughout the world. We are a highly respected charity that inspires people to give, learn, advocate and stand up against injustice.

Tearfund primarily relies on Kiwis' financial generosity to support development projects led by local partners who work in places that are facing issues of poverty, scarcity, disempowerment and injustice.

### The role

The Supporter Engagement Coordinator is at the frontline of engagement with our current and potential supporters. You'll contact our supporters and prospects via the phone to encourage and inspire them to take the next step in their journey of justice and give them options to respond to global poverty. You'll be at the forefront of creating respectful, trusting and long-term relationships with our supporters so the ability to engage in conversation around our mission is essential "Motivated by Jesus, we encourage Kiwis to act for justice to relieve poverty among the world's most vulnerable people".

The role has responsibility for achieving call volume and fundraising targets and will be worked from our office in Mt Roskill, Auckland. The role also assists with inbound calls and queries, taking donations and fielding calls via the phone, responding to emails and queries and assisting with administration tasks.

Ideally, you'll have:

- An excellent phone manner and sound written communication skills, with the ability to clearly articulate key messages.
- 1+ years' experience working in a call centre, outbound calling, fundraising or similar role.
- Flexibility in the hours you work, 18-25 hours until the end of June 2025 and then a minimum of 18 hours per week until 19 December 2025.
- The ability to work unsupervised and maintain motivation to achieve targets.
- Experience using a CRM system and confidence using information systems.
- The role is paying \$27/hour

To apply, please send us a cover letter and share with us why you're interested in the role.



Please note that any offer of employment for Tearfund will be subject to the satisfactory completion of;

- A self-declaration process
- A criminal records/police check
- Two reference verifications