



## Supporter Care Assistant Job Description

### Role

This is a new paid, permanent, part time role for a suitably experienced person committed to seeing lives radically improved through the Mission's work in Eastern Europe.

Our Mission's main purpose in New Zealand is to encourage New Zealanders to support our work *financially*, through *gifts in kind* (through our Operation Cover Up project – see below) and through *prayer*.

The position is a support role to two senior staff members, primarily the part-time Planned Giving Manager and also the NZ Director. You will frequently be the first person our supporters contact in the office.

The main areas of responsibility are:

1. Data entry of donations and personal details.
2. Child sponsorships.
3. Printing and arranging monthly mailings.
4. Periodic reporting to donors regarding larger gifts and projects.
5. Keeping supplies stocked and equipment running.

Specific responsibilities will include:

#### **Phone and email**

- answering the phone and dealing with supporters' enquiries.

#### **Financial and database**

- helping process incoming mail and receipts and outgoing mail.
- regularly processing cash, cheque, credit card and online donations into our CRM database, and banking cash and cheques.
- providing donation receipts to donors and dealing with donor enquiries and payments by phone and email.
- updating donor details in our CRM database as required.

#### **Child sponsorships**

- handling our child sponsorships including reporting annually to sponsors, dealing with changes to sponsorships and related communications between sponsor and child.



### **Regular mailings**

- helping with monthly mailings and mail to sponsors including managing our volunteer team and helping print and assemble the contents of the mailing (letters, coupons, envelopes) and liaising with suppliers and service providers.

### **General office support**

- periodically assisting the Director with reporting to our donors regarding scholarships and other special financial aid provided.
- helping keep our office machines running and the office resourced as required.
- assisting with occasional events held at our office or locally.
- helping generally in the office as required.

## Hours of work

The position requires attendance in the office on *five days* per week Monday to Friday. There is some flexibility with start and finish times. The role is a minimum of 22.5 hours per week (4.5 hours per day) with up to 10 hours per month additional paid work in the last week of the month (for mailings) and at peak times.

## Attributes/qualifications

You will have a passion for mission and empathy with Christian overseas mission and aid work, and:

- The right to work and live in New Zealand either as a New Zealand citizen or holder of a Permanent Resident's Visa.
- Data entry experience (including financial) with a high level of accuracy.
- A positive telephone manner and excellent interpersonal skills, with proven ability to inspire supporters about our work.
- Excellent written communication skills with attention to detail.
- A high level of proficiency with Microsoft Word and Excel, and experience with other Microsoft Office applications, and experience with a customer (CRM) database.
- Ability to self-organise and manage your workload.
- A full driver's licence and a clean driving history.
- Enthusiasm and a positive approach to problem solving.

And you will be:

- Able to work flexible hours and willing to put in extra time as reasonably required.
- Able to support [our Values](#).



Ideally you will have:

- A relevant qualification and/or experience and a good understanding of marketing and fundraising practices and principles.
- Experience of working in a voluntary sector environment such as a mission, church or other agency (whether paid or voluntary).

## Salary

We will pay a salary that reflects your experience and what you bring to the role.

## Place of work

The position is based in our office in Eden Terrace, Auckland. There is no requirement for travel around New Zealand or overseas, but you may be requested to assist with supporter events in Auckland.

## Background information

### Organisation

Mission Without Borders is a Christian mission working in six countries in Eastern Europe: Albania, Bosnia-Herzegovina, Bulgaria, Moldova, Romania and Ukraine. Our work in the field is conducted by nationals working in partnership with local churches and other partners. We target those who suffer poverty or are otherwise disadvantaged, meaning families, the elderly, prisoners, the disabled or sick, orphaned children, the homeless. Our aim is to build self-sufficiency rather than create dependency, and our goals are these:

- Spiritual – we want them to have the chance to hear the Christian Gospel.
- Emotional – we want to support them in their difficulties and guide them to better life choices where we can.
- Educational – we encourage children to attend school, support literacy, and provide help for young people to undertake further education.
- Material – we help families and individuals with practical needs, including food, clothing, furniture, housing, and tools or micro-business opportunities so they can become self-sustaining.

We have worked in Eastern Europe since 1960, starting out as “Underground Evangelism”, supplying Bibles and aid to the church persecuted under Soviet Communism.

Our New Zealand office is one of 10 support offices around the world.



## New Zealand office

The NZ office is headed by the Director (full time). In 2019, we will have six paid staff (ranging from 2-5 days). We also have three part-time office volunteers and several volunteer MWB Ambassadors around the country.

We also have a network across New Zealand of mostly retired and elderly supporters who contribute large quantities of hand-knitted and other goods, which we ship to Eastern Europe. The project is called "Operation Cover Up."

## Mission Without Borders' Values

From our web site <https://www.mwb.org.nz/about-us/our-values/>:

- **We are a Christian organisation.** We do this work because we believe that we have been called to it.
- **We employ local staff**, as they know local requirements and their own culture best. This enables us to identify and address the most important needs, while supporting the local economy.
- **We aim to make a sustainable difference** to the lives of those we help. We encourage self-help, provide training, help people to make changes because this is more sustainable and reduces dependency.
- By involving those we serve, **we recognise the dignity of the individual.**
- **We base all our work on relationships:** at the community, regional and national level. Our presence in Eastern Europe for six decades means we enjoy exceptional co-operation with authorities and local churches in the countries where we work.
- **We support all who are in need**, regardless of their belief, or lack of belief. We offer everyone the opportunity to hear about the love of God in Jesus.
- **We partner with local churches**, volunteers and supporters world-wide to assist thousands of abandoned children, single-parent families, elderly and young people, and families at risk. For this, we are dependent on our local network of thousands of volunteers spread across Eastern Europe.
- **We are motivated by the love of God.**