



DONOR MINISTRY SUPERVISOR

Samaritan's Purse is a Christian international relief organization providing spiritual and physical aid to hurting people around the world. Since 1970, Samaritan's Purse has helped meet the needs of people who are victims of war, poverty, natural disasters, disease, and famine with the purpose of sharing God's love through His Son, Jesus Christ.

Samaritan's Purse Canada is seeking a highly relational individual to serve as Donor Ministry Supervisor who will be responsible for hiring, training, leading, and overseeing the Phone Contact Team, the Donor Ministry Representatives and the seasonal Operation Christmas Child (OCC) Call Center. The Donor Ministry Supervisor will oversee the effort of these teams to engage and encourage donors, the general public, and program participants. This position will lead organizational ministry call-out campaigns and provide training on how to connect with donors regarding ministry initiatives and opportunities, prayer and encouragement. As an integral member of the Donor Ministry department, this role will help the organization carry out its mission and objectives through participation in daily prayer ministry.

The successful candidate will fulfill a full-time permanent position in the Calgary office. This position includes benefits of life insurance, medical/dental and short-term/long-term disability, RRSP contributions after one year of employment, and 15 vacation days per year to start.

Responsibilities include but not limited to:

- Equips staff to provide professional and high quality customer service while handling internal and external inquiries through a variety of mediums
- Creates scripts for call outs and leads the completion of outbound ministry calls to donors and for special projects
- Maintains relevant and up-to-date information and reference to ensure accurate and efficient responses to inquiries
- Collaborates with cross-functional teams to formulate effective strategies for achieving targets, improving donor and volunteer experiences through recognitions, and increasing efficiency and effectiveness of the Call Center
- Assists with the preparation of monthly, quarterly and annual donor ministry reports
- Ensures proper completion and compliance with procedures related to incoming donations
- Ensures the accuracy of data collection for OCC groups or individual participants, oversees order processing for participants across various programs, and adeptly monitors donor inquiries and concerns

Qualifications:

- Qualified applicants should be committed to Christian values and precepts and be in agreement with the Samaritan's Purse Statement of Faith.
- Relevant University degree or Post-secondary diploma
- Minimum of 3 years of supervisory or management experience, in customer service or call center environment
- Strong organizational, time management and administrative skills
- Excellent interpersonal and communication skills
- Proficient in the use of Microsoft Office Suite
- Demonstrated leadership skills and abilities; training and teaching experience an asset
- French language skills are considered an asset
- Experience using a donor database, preferably Studio Enterprise would be an asset

Note: Staff must be in agreement with the Samaritan's Purse Statement of Faith and be committed to Biblical values, precepts and conduct. We thank all applicants for their interest; however, only qualified candidates will be contacted for an interview.

No phone calls please.



Contact Information:

To respond to this opportunity, please forward your resume together with a cover letter detailing your passion for Christian ministry employment and salary expectations to:

Attention: Human Resources
20 Hopewell Way NE, Calgary, AB T3J 5H5
Email: employment@samaritan.ca

Application Deadline: Open until a suitable candidate is selected

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