



The Australian Christian Lobby

The Australian Christian Lobby (ACL) is a rapidly growing, unique grassroots movement of over 250,000 Christians seeking to advance truth in the public squares.

Role description: Customer Service Coordinator

As a grassroots, people-powered organisation, ACL handles a large volume of inbound contact from supporters and stakeholders, our customers, covering a wide range of matters. Current inbound communications channels include email, phone, web forms, Facebook, Instagram, snail mail, and others. ACL is also developing new digital technologies to better engage and activate supporters, donors and volunteers.

The Customer Service Coordinator is a newly created role to centralise responsibility for all inbound communications. This will include the creation of systems and processes to efficiently handle correspondence, the creation of templates, triaging and directing correspondence, and wisely handling complex matters.

This role requires thorough alignment with ACL's mission and voice. The ideal candidate is someone who –

- is a people person, warm and approachable;
- is a gifted, authentic communicator in both written and spoken modes;
- understands the currency of great relationships;
- is perceptive and adaptable;
- quickly develops trust and credibility;
- is comfortable one-on-one and in group settings;
- is able to exercise wisdom and discretion in complex matters or intersecting agendas;
- is exceedingly efficient;
- is able to systematise and simplify complexity;

The role reports to the National Director of Digital.

Responsibilities include:

- Providing concise, informative, and relevant responses to supporter queries and communications;
- Fielding incoming queries and communications, redirecting as appropriate;
- Exercising wisdom and discretion in handling complex and risky matters, or intersecting political agendas;
- Simplifying political, cultural, or technical jargon, preparing communications to be received by a diverse supporter base;
- Creating and developing template responses to regular enquiries;
- Provide initiative in improving customer service systems and processes across the organisation;
- Helping supporters manage change in the use of new tools and process for engagement with the ACL;
- Assisting the ACL in understanding how digital approaches are received by supporters;



- Working with the Communications Team, Digital Team, Field Team, Politics Team, and other areas within the ACL, to effect change and improvements in Supporter interactions.

Key attributes and required experience:

- Outstanding written, spoken and interpersonal communication skills;
- Finely tuned listening skills;
- A highly motivated self-starter who is outcome-focussed;
- Strong organisational skills complementing a high work ethic;
- Deep analytical thinker with a naturally inquisitive mind;
- Ability and inclination to learn new skills and tools, as required, to solve previously unencountered problems;
- Discrete and can be trusted to maintain confidentiality;
- Understanding of the Australian Political system is preferred but not essential;
- Committed Christian with faithful involvement in their local church;
- Displays integrity in both private and professional life and demonstrates a personal worldview that will allow proper representation of ACL and its purpose;

Interested parties should apply to: Jobs@acl.org.au. The successful candidate will have full working rights in Australia. This role is preferably located in Canberra. Full time or part time. Applications close at 5:00pm, 26th August, 2022.