

## I. Donor Engagement Representative

**Reports to:** Vice President of Development

### A. JOB OVERVIEW

As with other positions within this ministry, anyone serving in Donor Engagement Representative is known for their strong Christian character. This person sets an example for other believers and nonbelievers, and lives a life that is above reproach. Since they are in full agreement with the Encouragement Media Group's (EMG) Statement of Faith, they recognize that a life consistent with our Christian heritage is of paramount importance. This person lives out humility in all interactions with all stakeholders, both internally and externally. Confidentiality of relational data is of utmost importance. This person must be a self-starter and take initiative with their position with EMG. They must possess and utilize key traits that lead to successful relationship building. They must have polished interpersonal skills and should enjoy communicating with ministry partners. They shall demonstrate an upbeat, joyful, highly personable attitude in all communications with fellow staff and all stakeholders. This person must be able to keep a schedule that allows for the proper management of their workload.

The primary function for this position is to be an ambassador for EMG by performing engagement activities with top-level givers for the purpose of nurturing and deepening relationships with EMG. There shall be regular contact with key stakeholders including, but not limited to, businesses and current/potential givers under the direction of the VP of Development. This position is responsible for communicating gratitude for gifts received as well as inspirational stories of impact directly related to station activities. This person will give reports on ministry progress and make appeals for support through multiple channels of communication, including in-person meetings. This is a Full-Time Position.

### B. RESPONSIBILITIES AND DUTIES

1. **1. Minister of the Gospel:** The person is first and foremost considered to be a Minister of the Gospel. This position furthers EMG's mission by:
  - Following Jesus Christ and setting an example for others through their lifestyle.
  - Exhibiting a passion for sharing the Gospel with others.
  - Being willing and able to explain the message of the Gospel to anyone when the opportunity presents itself.
  - Being willing and able to counsel, shepherd, and disciple listeners and supporters in a manner consistent with the Bible.
  - Being willing and able to explain EMG's beliefs and Statement of Faith in person or over the phone to anyone who may ask about our values as a ministry.
  - Being ready, willing, and able to participate in or contribute to distinctly Christian activities (including, but not limited to, prayer time and staff devotional time).
  - Providing givers with timely, upbeat, and relevant ministry updates regarding EMG's Kingdom impact.
2. **Development Services, and Special Event Support:**
  - Shepherds up to 150 key contacts for relationship building and ministry communications regarding their financial investment into EMG. This will be accomplished through calls, texts, emails, hand

written notes, and in-person meetings. One in-person meeting for each giver per year is the goal. This will average roughly 3 in-person meetings per week.

- Demonstrate a willingness to pray for and with givers.
- Demonstrate excellent listening skills. One great question to always ask is, “Why do you support this ministry?”
- Cultivate a heart of generosity and overall Biblical stewardship in each giver.
- Performs daily gift recognition by writing thank-you letters, and making thank-you calls with a high degree of accuracy and customer service while communicating the Christ-centered impact of these gifts.
- Processes all communications and pertinent personal details with donors' activities in our CRM in a timely and effective manner, with a high degree of accuracy with a goal of at least 25 meaningful touches per week.
- Provides high-level, value-added strategic support to the President and VP of Development based on experience and proven results/outcomes in order to meet development goals.
- Provides support for the Marketing & Development team with assistance in coordination of all elements of special events including vendors, participants, special guests, staff, volunteers, sponsors and donors.

### 3. Other Duties as Assigned by the Vice President Development and/or President/CEO

- Attends staff meetings, prayer time/devotionals and other staff functions as assigned.
- Strengthens teamwork, collaboration, alignment, morale, transparency, credibility, and trust throughout the ministry.
- Fulfills necessary tasks, projects, or roles as assigned.
- Attends station sponsored concerts and greets donors that attend.
- Schedules tours of the station facilities for donors.

### C. QUALIFICATIONS

- College degree or equivalent work experience required; Bachelor’s degree preferred
- Excellent written and verbal communication skills required
- Computer literacy and proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, etc.) preferred
- Experience in website research preferred
- General clerical/secretarial/administrative experience preferred
- Excellent organizational skills required

### III. Ministry Qualifications

- A born again believer of Jesus Christ with a strong and growing walk with the Lord (Romans 3:23, Romans 6:23, Romans 5:8, Romans 10:13, Romans 10:9-10)
- A heart for service, with Jesus Christ serving as our example (John 13:1-17)
- Committed to uphold and integrate the Encouragement Media Group model of pointing people to Jesus as a core process and belief. This includes communicating the heart of the Gospel while with listeners in person, by phone, social media, letter or other form of communication. (Mark 16:15, Psalm 96:3)
- Willingness and eagerness to pray to God the Father, through His Son Jesus Christ, verbally (out

**Encouragement Media Group Job Description -  
Donor Engagement Representative**



- loud) for and with fellow staff members, listeners and people in the community.
- Ability to answer basic questions about the Christian faith and explain to someone how they can become a Christ-follower
  - Agreement with and a willingness to hold to the Encouragement Media Group Statement of Faith in both belief and practice
  - Willing and committed to hold to the policies described in our employee manual
  - Willing and able to lead and participate in required staff prayer times and Bible-based devotionals in the context of our beliefs as outlined in our Statement of Faith
  - Commitment to be active in a local Bible-believing church, recognizing the importance of such a commitment. (Hebrews 10:25, I Timothy 5:17)

**C** = Constantly (At least Daily) **F** = Frequently (At least Weekly) **O** = Occasionally (At least Monthly) **R** = Rarely (Annually)

\*Essential Physical Effort / Working Conditions Marked with an asterisk \*

**Physical Demands:**

**Vision/Sight/Hearing:**

**Physical Strength:**

Standing*	<b>F</b>	Vision-Far Acuity*	<b>F</b>	Sedentary Work*	<b>C</b>
Walking*	<b>F</b>	Vision-Near Acuity*	<b>C</b>	Light Work*	<b>C</b>
Sitting*	<b>C</b>	Vision-Depth Perception*	<b>C</b>	Medium Work	<b>F</b>
Lifting*	<b>F</b>	Vision-Peripheral	<b>C</b>	Heavy Work	<b>F</b>
Carrying*	<b>F</b>	Color Vision*	<b>C</b>	Very Heavy Work	<b>R</b>
Pushing*	<b>O</b>	Listening*	<b>C</b>	Amount / pounds lifted*	<b>50</b>
Pulling*	<b>O</b>	Hearing Acuity	<b>C</b>	Amount / pounds carried*	<b>40</b>
Climbing	<b>O</b>				
Balancing	<b>O</b>	<b><u>Environmental Conditions:</u></b>			
Stooping	<b>O</b>	Extreme Cold	<b>R</b>		
Kneeling	<b>O</b>	Extreme Heat	<b>R</b>		
Reaching*	<b>F</b>	Temp Changes	<b>R</b>		
Fine-Motor Handling*	<b>C</b>	Humid	<b>O</b>		
Time-Sensitive Reactions*	<b>C</b>	Noise*	<b>F</b>		
Feeling*	<b>C</b>	Vibration	<b>O</b>		
Talking*	<b>C</b>	Work Alone and Around Others*	<b>C</b>		
Rep. Motion*	<b>C</b>	Time-Sensitive Deadlines*	<b>C</b>		
Eye / Hand Coordination*	<b>C</b>	<b><u>Travel Requirements:</u></b>			
Eye / Foot Coordination	<b>F</b>	Local day trips*	<b>C</b>		
		Overnight	<b>O</b>		