

I. Operations Specialist

Reports to: Chief Operating Officer

A. JOB OVERVIEW

The Ability to Share the Gospel of Jesus Christ with Others

First and foremost, the Operations Specialist must be able to effectively minister and communicate to listeners and others in the community the heart of what it means to follow Jesus Christ wholeheartedly. This must come, not simply from head knowledge, but from a vibrant and active daily walk with Jesus Christ as personal Savior.

The Operations Specialist is to assist the Chief Operating Officer in overseeing the finances and development systems of the ministry. It is of utmost importance that the Operations Manager follow the Biblical principles of integrity, honesty and trust, as laid forth in the Bible. (Proverbs 28:18, Proverbs 20:7, Proverbs 11:1)

B. RESPONSIBILITIES AND DUTIES

1. Leadership

- Meet with the COO on a weekly basis to provide financial, personnel and ministry updates and keep them apprised of any significant issues, challenges or opportunities.
- Participate in weekly staff meetings.
- Lead staff prayer times and lead devotion times on occasion, based on the Holy Bible.

2. Bookkeeping and Financial Accountability

- Prepare gift deposits received in mail, along with another person to maintain our internal accounting controls.
- Post all checks/gifts in CRM (Customer Relation Management) correctly and timely on donor accounts.
- Take the daily mail deposit to the bank and post in accounting software.
- Keep donor account information updated.
- Assist with annual audit, as needed.

3. Building and Grounds

- Assist with the building and grounds issues to contact the contractors, etc.
- Assist in managing sales and solicitation calls regarding utilities, services, etc.
- Assist in managing internal requests for building and grounds.

4. Prayer Web Initiative

- Manage
- Filter

5. Maintain Generator Reporting/Maintenance

- Monitor Weekly/Monthly Generator Reports
- Contact Service Providers for Generator Maintenance
- Contact Service Providers for Propane Maintenance

6. Royalty Reporting

- Assist with ASCAP/BMI reporting.
- Assist with SoundExchange reporting.

7. Business Underwriting System Management (Natural Log)

- Scheduling
- Running the software system

8. Oversight of On-Air Fundraiser Volunteers

- Proper screening of data entry volunteers
- Effective training of data entry volunteers
- Oversight of data entry volunteers
- Quality control of all donor data entered by volunteers
- Answer calls and enter pledges during on-air fundraisers.

9. In-House Expert of Donor Database

- Expert at maximizing the potential of our donor database
- Ensure that we stay current with software changes to our donor database
- Ongoing maintenance of donor database to achieve maximum effectiveness
- Help keep staff trained and updated on changes to donor database
- Handling all donor giving cancellations, initiations and modifications in our donor database and merchant processing account, if necessary.

10. First Impressions

- Cover the front desk and phone.
- Greet guests in a warm, engaging and Christ-like manner
- Answer station phone calls in a warm, engaging and Christ-like manner.
- Have ability to share Jesus Christ with people by leading them through the plan of salvation
- Ability to point people to biblical resources in a loving and caring way.

11. Other Responsibilities

- All members of the EMG ministry team are expected to work together as a team and contribute where needed.
- Other duties as assigned by COO.

C. QUALIFICATIONS

- Bi-Lingual preferred (Spanish and English)
- Keyboarding: 50 wpm (minimum)
- 10-key: 8,000 kph (minimum)
- Proficient in QuickBooks, database management, Microsoft Excel, Word and Outlook.

II. 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 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)

Job Description

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