

The Prayer Institute Job Description

Director of Ambassador Services and Operations

Classification

Exempt

Reports to

The Prayer Institute Executive Director

Date

May 24, 2019

Salary

Commensurate with experience

A. General Summary/Objective

The Director of Ambassador Services and Operations (D-ASO) supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within The Prayer Institute (TPI). The D-ASO also assists the Executive Director (ED) with managing the day-to-day operations of TPI including, administrative services, financial functions, marketing and social networking communications in a cost effective manner. The D-ASO will execute daily policy decisions of the ED, CEO and Board of Directors.

B. Responsibilities/Major Duties

- Develop and Coordinate TPI Ambassador Services Program.
 - Organize, coordinate and manage the recruitment of volunteers for the various committees, events and TPI programming.
 - Develop Volunteer Service Descriptions for each volunteer position.
 - Build relationships and stay connected with volunteers.
 - Act as the single point of contact for volunteers.
 - Coordinate all volunteer activities; arrange and attend meetings; and report to staff, as needed.
 - Schedule and assign volunteers for programs and events.
 - Recruit, interview and place Ambassador Services volunteer leader and volunteer staff candidates for volunteer work, including attending recruiting events within the community to attract qualified candidates.

- Develop and implement training programs for all volunteers.
 - Design a volunteer operations procedural manual and manage volunteer policies, procedures and standards of volunteer service.
 - Maintain a current database of all volunteers.
 - Develop and implement a volunteer recognition program.
 - Provide ongoing support and guidance for volunteers to promote cooperation, interest and to resolve grievances.
 - Evaluate all aspects of volunteer programs to ensure effectiveness and recommend/implement changes, as appropriate.
 - Maintain accurate records and provide timely statistical and activity reports on volunteer participation.
 - Work with Marketing, Public Relations and professional associations to recruit for volunteers.
 - Create and distribute various communications and publications, including a newsletter, texts, social media or emails to volunteers.
 - Work with the Executive Administrative Assistant to develop and coordinate TPI fun days and team events to support the corporate structure.
- Develop and maintain relationships with stakeholders in key external organizations, communities and spheres of influence such as the medical, educational social services and faith-based arenas. Where appropriate, work with external groups and develop partnerships to utilize volunteers to meet the needs of targeted stakeholders.
 - Develop, plan, execute, and coordinate TPI programming, events and special projects.
 - Assist the ED with developing and managing the budget, controlling expenses effectively and notify management of variances. Make recommendations and implement solutions to resolve problems related to discrepancies.
 - Assist the ED/President with fundraising activities and donor/partner relations.
 - Assist the ED in the development of board meeting agendas and attend meetings, events and activities.
 - Participate in the strategic planning process with the ED/CEO/Board of Directors, providing recommendations based on financial and operational analysis.

- Implement and support the ED's/CEO's/Board of Directors initiatives, strategic plans, goals and objectives for TPI.
- Draft correspondence, reports and other documents and communications.
- Provide staff services to Board committees and task forces.
- Develop quarterly, biannual and annual reports, as needed.
- Direct staff in managing the social media marketing network system, maintenance of TPI webpages and work with Social Media Consultant on social media outlets.
- Direct staff in development and distribution of the TPI newsletter.
- Direct staff in managing College of Prayer logistics.
- Direct staff in managing TPI product store and ensure quality standards are maintained in a cost effective manner.
- Negotiate new service agreements and interface with all vendors and contractors regarding services for The Prayer Institute.
- Manage the coordination of staff services, such as purchasing, products, collaterals, public relations, and office management.
- Must be a team player.
- Other duties, as assigned.

C. Required Education and Experience

- Bachelor's degree (BS/BA) in business administration or organization management, or equivalent field, preferred.
- Ten or more years of experience developing and managing processes and systems.
- Must possess proficient computer skills in Microsoft software tools, Outlook, Publisher, Lotus Notes, eTapestry, and any software that supports the operations of TPI.

- Must have working knowledge of Facebook, Twitter, Instagram and overall social media.

D. Competencies

The individual best suited for this position:

- Has a demonstrated understanding of business principles, profitability, and unique aspects of the non-profit culture, market environment and competition.
- Has Christian experience; is spiritually mature; and willing to pray.
- Is cost-conscious and knows how to develop, implement and work within an approved budget.
- Responds well under pressure with the ability to resolve challenges and conflict within a timely manner.
- Demonstrates proven leadership and management ability with the expected end of producing desired results.
- Must be a self-starter who can work well with people at all levels, both within and outside of the organization.
- Must possess strong critical thinking, problem solving, team building, and work execution skills.

Summary of Competencies

1. Leadership
2. Business Acumen
3. Change Agent
4. Collaboration Skills
5. Communication Proficiency
6. Decision Making
7. Initiative
8. Problem Solving/Analysis
9. Results Driven

E. Knowledge Required and Personal Qualifications

- The Director of ASO must be a person of integrity, honesty and confidentiality.
- Ability to work well with ever changing priorities and/or situations.
- Must possess excellent written and oral skills.
- Must possess excellent organizational skills with the ability to manage multiple projects and personnel.

- Must be able to contribute creative and innovative ideas that will produce more efficient, effective ministry.
- Must possess strong relational and interpersonal skills.

F. Supervisory Responsibility

This position is directly responsible for supervising volunteers and/or administrative support employees.

G. Expected Hours of Work

This is a full-time position and workdays are Monday through Friday. Occasional work beyond the 40-hour workweek to accomplish objectives will be essential. This position may require occasional weekend work and some evenings.

H. Work Environment

The responsibilities of this position will be carried out in a normal office environment with acceptable lighting, temperature and air conditioning.

I. Physical Demands

This position is physically comfortable. The incumbent has discretion about walking, standing, etc. The employee must occasionally lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Reasonable accommodations may be made for individuals with disabilities to perform the essential functions.

J. Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To apply, please send your resume to hr@wvumc.com or fax to 713-726-2565.