



FAMILY LEGACY

Live transformed.

JOB DESCRIPTION

1. General Job Title: Senior Director, Sponsor Relations

3. Classification: Exempt

5. Reports to: Vice President of Sponsorship Relations / Excel Beyond

2. Division/location: Irving

4. Classification: Full Time

6. Revised Date: August 2021

6. Basic Function and Scope of Responsibilities: This position will be responsible for Family Legacy's Sponsor Relations program. With the Sponsor Relationship department being the first line of visibility and interaction with Family Legacy, this position is responsible for implementing the culture and strategic direction norms to our constituent base.

7. Principal Responsibilities:

- Develop a deep understanding of and commitment to the spiritual mission of Family Legacy Missions Inc (FLMI).
- Represent FLMI in a positive, pleasant manner by providing excellent customer service at all times. Serve as a role model and adhere to Standards of Behaviors. Handle requests and concerns in a friendly, fair and impartial manner. Support the Ministry's mission, vision, and values.
- Determine strategic direction for the evolving Sponsor Relations department, including budgeting, trending of best practices and developing customer satisfaction models. Enhance department's ability to provide a holistic customer experience through acquisition and retention plans.
- Manage Sponsor Relations team members. Develop onboarding practices and clear definition of employee roles and responsibilities. Responsible for the day-to-day supervision of team.
- Responsible for high level donor interaction and communications, both written and verbal. Candidate should be well spoken and able to research and coordinate information and provide updates succinctly.
- Interface with Family Legacy Zambia departments to grow and mature the Sponsor Relations department, including process definition and improvements, program implementation, and review of student / sponsor relationship.
- Manage budgets for Sponsor Relations (including staffing models, training, forecast costs based on department growth and employee investment)
- Partner with Family Legacy's Development and Marketing departments to implement consistent strategic sponsor retention plan through proactive communications and overall sponsor experience.
- Candidate should enjoy working in fast paced flexible environment that provides room for growth and new ideas.
- Manage large complex projects across departments, including documented project plans and deliverables.
- Candidate will need to be available to travel to Zambia as needed, no more than three times per year for at least two weeks each time.
- Other duties and functions as assigned reasonably associated with the position

Expectations:

- Experience with managing a young dynamic customer support center or inside sales team desirable
- Proficient with Excel (formulas, VLOOKUP's, pivot tables a plus), Microsoft suite of products
- Excellent written and verbal communication skills
- Customer service (timeliness of response, going the extra mile for donors)
- Budget creation and tracking experience a plus

- Project Management experience (Timelines, deliverables, actionable items, responsibilities)
- Willing to make multiple trips to Zambia if needed in a calendar year
- Assist with Camp Life and other initiatives as needed

Fit:

- Multi-tasking (able to handle multiple projects and deliverables at one time)
- Service oriented
- Energetic and able to think outside the box for solutions
- Self-motivated / Flexible (able to change course on ideas and projects as needed)

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

8. Education Requirements:

- | | |
|--|---|
| <input type="checkbox"/> High School Diploma or GED | <input checked="" type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> Vocational School or some college courses | <input type="checkbox"/> Master's Degree |
| <input type="checkbox"/> Associate's Degree, Trade or Technical School | <input type="checkbox"/> Doctoral Degree |

9. Training, Skills, Knowledge and/or Experience:

- Strong interpersonal/human relation skills
- Strong verbal and professional written communication skills
- Project management skills
- Ability to interact with diplomacy and tact amid influential clients and diverse groups
- Ability to maintain relationships with all levels of sponsors
- Ability to demonstrate flexibility and adapt to various situations
- Ability to maintain high level of confidentiality
- 3-5 years of relevant work experience required

10. Supervisory Responsibility:

- No supervisory responsibility
- Provides guidance, leadership, or training to other employees or volunteers (no direct supervision)
- Directly responsible for supervising non-exempt, clerical, office administrative personnel or volunteers
- Directly responsible for supervising exempt, professional, technical employees or volunteers
- Directly responsible for supervising supervisory/managerial employees or volunteers

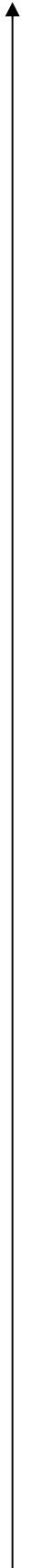
11. Working Conditions:

Physical surroundings: Computer and general office equipment.

Adverse working environment While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Physical Effort:

- Required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel crouch or crawl; talk or hear; taste or smell. Lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.



The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts or working conditions. FLMI, reserves the right to change, amend, add, delete and otherwise assign any and all duties, responsibilities and position titles as it deems necessary to meet the needs of the business.

Apply

Here: <https://www.ziprecruiter.com/candidate/search?radius=25&search=family+legacy+senior+director&location=Dallas%2C+TX>