

Senior Director of Sponsor Relations

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.

- Develop a deep understanding of and commitment to the 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 (including staffing models, training, forecast costs based on department growth and employee investment) trending of best practices and developing customer satisfaction models. Enhance department's ability to provide a holistic customer experience through connectivity 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.
- 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 multiple times per year.
- Other duties and functions as assigned.

To apply: <https://www.ziprecruiter.com/job/20b79347>