



# FAMILY LEGACY

Live transformed.

## JOB DESCRIPTION

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**1. General Job Title:** Sponsorship Relationship Manager    **3. Classification:** Salaried, Non-Exempt    **5. Reports to:** Sr. Director of Sponsor Relationships

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**2. Division/location:** Irving

**4. Position Type:** Full-Time

**6. Revised Date:** September 2021

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**7. Basic Function and Scope of Responsibilities:** Under the leadership of the Director of Sponsor Relationships, the Relationship Manager is the primary point of contact between Family Legacy and our sponsors for the 14,000 students enrolled in our program. The goal of the Relationship Manager is to care for and build relationships with child sponsors through proactive contacting as well as timely responses to sponsor inquiries. Relationship Managers are responsible for sponsor retention through engagement and overview of our sponsor base.

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**8. Principal Responsibilities:**

- Represent Family Legacy in a positive, pleasant manner by always providing excellent customer service. Serves as a role model and adheres to the Ministry's Standards of Behaviors. Handles requests and concerns in a friendly, fair and impartial manner. Supports the Ministry's mission, vision and values

Proactive Contacting

- Proactively engaging with sponsors to ensure they have a wholistic understanding of their students (academic updates, ministry events, student information)
- Work with the Family Legacy Development team to engage sponsor base in upcoming changes, collaborate on fundraising initiatives, and provide up to date quantitative data
- Responsible for initial point of contact with new sponsors, upselling current and prospective sponsors and working with sponsors on the financial aspects of their sponsorship

Responding to Sponsor Inquiries

- Provide timely, accurate information to sponsors on individual student inquiries, donation methods, and program changes.
- Act as Subject Matter Expert on each program within Family Legacy and provide information as needed.

Additional Duties

- Taking an active role in developing policies and procedures that guide the overall activity of the department, specifically the work of the relationship manager
- Interface with Marketing and Communications to develop materials that meet the needs of our sponsors based on trending seen in Sponsorships department.
- **25% International travel is required.; must be willing to travel (upwards of 2 or more consecutive weeks) in Zambia as needed not more than twice per year.**
- **Perform other job-related duties as assigned**

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

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**8. Education Requirements:** Bachelor's Degree

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

- Two (2) years of account management experience preferred
  - Demonstrates servant-leadership
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- Always operates with a high level of confidentiality, trust, and candor
  - Strong oral and written skills
  - Strong interpersonal/human relation skills
  - Ability to interact with diplomacy and tact amid influential constituents and diverse groups
  - Demonstrates flexibility and adapts to various situations
  - Capacity to cultivate relationships with significant and influential individuals
  - Customer Care/Service experience preferred
  - CRM/Customer Database management experience preferred
  - Adept time management and project management skills
  - Organized and detailed-oriented
  - Proficient in Microsoft Office, G Suite, other CRM experience
  - Solicit donations (including gift in kind, financial contributions, services, volunteers, as well as physical items, etc.)
  - Exceptional team player and individual contributor faculties
  - Ability to multi-task and prioritize in a fast paced environment
  - Pro-active and solutions-oriented
  - Exude high energy and enthusiasm
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**10. Supervisory Responsibility:**

No supervisory responsibility

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**11. Working Conditions:**

**Physical surroundings:** Open office workspace

**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:**

- Occasionally 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. Occasionally required to 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.

Apply Online Here: <https://www.ziprecruiter.com/jobs/family-legacy-missions-international-75d99373/child-sponsorship-relationship-manager-45ba40f5?lvk=cjDMHBTdeSlrzCwaT28kRA.--MBcPx0vLZ>