



FAMILY LEGACY

Live transformed.

JOB DESCRIPTION

1. General Job Title: *Communications Manager- Child Sponsorships*

3. Classification: *Salaried, Non-Exempt*

5. Reports to: *VP of Sponsorships*

2. Division/location: *Dallas*

4. Position Type: *Full-Time*

6. Revised Date: *April 2022*

7. Basic Function and Scope of Responsibilities: *Under the leadership of the Vice President of Sponsorships, the Communications Project Manager is responsible for identification and implementation of the communications needs for the Sponsorship Department. With a focus on donor retention and satisfaction, this person will work closely with the head of the Sponsorships and Higher Education programs and act as the conduit with Family Legacy's Marketing department to ensure cohesive donor focused goals are met.*

8. Principal Responsibilities:

- Build an annual sponsorship and marketing communications plan and calendar that coordinates with other departments within Family Legacy (strategic marketing, social media, etc.)
- Create content for all facets of the sponsorships department including donor program level communications, individual student updates, and program modification messaging.
- Execute functional and reactive communications related to child sponsorship such as: child updates, Christmas cards, student grade placement, exam and grade updates and other large communication updates. Including building data sources and sending mail merges to donors.
- Responsible for internal communications to ensure all departments are in sync, such as program FAQs, talking points, written or verbal training as needed.
- Understand the overall picture and vision for the Sponsorships department and proactively enhance and develop communication as needed. Own enhancing the offerings provided by sponsorships through programmatic understanding of needs of the internal and external customer base.
- Willingness to work at all levels of the organization and have a positive outlook on working as part of a team.

Additional Duties

- Taking an active role in contributing to policies and procedures that guide the overall activity of the department and enable team members to be successful.
- 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.

8. Education Requirements: *Bachelor's Degree*

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

- Excel and PowerPoint intermediate experience preferred
- Strong writing and content creation skills a must

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- Demonstrates servant-leadership
 - 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
 - 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

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.