

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Affiliation Coordinator – Service
DEPARTMENT: Ministry Services
CLASSIFICATION: Non-Exempt
REPORTS TO: Director, Affiliate Services
REMOTE WORK STATUS: Position eligible to work remotely.

SUMMARY

The Affiliation Coordinator – Services communicates with affiliates and related pro-life centers and organizations to promote, and evaluate HB programs, resources, and services. This role is responsible for communicating with and encouraging existing, potential and new affiliates in support of pregnancy help services, training, and consults. Job responsibilities are executed in support of Heartbeat International's (HB) Christian pro-life mission, vision, core beliefs, and core operational values.

JOB RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of time)

1. Assist Affiliate Services with providing quality service, training and programs based on parameters established by the Director, Affiliate Services.
 - Promote affiliation through communication with potential and new affiliates. Provide information regarding HB mission, training, resources, operations and affiliation benefits via telephone, e-mail, and mail.
 - Communicate with affiliates. Screen incoming calls as needed, transferring calls to appropriate staff. Make outbound calls as needed, especially related to affiliation and renewal status. Provide general information to affiliates and potential affiliates regarding resources, affiliation, programs, and events.
 - Receive and solicit prayer requests from affiliates and pray with affiliates, encouraging them and sharing the healing Gospel as appropriate.
2. Provide phone, email, online and onsite consultations to affiliates and potential affiliates to provide assistance, resources, training, and encouragement to centers, in support of the centers to provide excellent/quality services to clients.
 - Coordinate onsite consultation requests and scheduling with Affiliate Services department and Heartbeat consultants.
 - When possible, personally provide/lead onsite and online training/consults as requested by the Director, Affiliate Services.
 - Promote the use of appropriate training and resources. Promote in word and action HB's pro-life mission and vision and Christian core beliefs and core operational values which are the basis of all training.
 - Provide additional telephone and email consultation and assist in the efforts to provide "high touch" through immediate (when possible) response to telephone inquiries for assistance.

3. Assists in the servicing of affiliates with resources, newsletters, and services to improve/update and provide excellent/high quality services and materials.
 - Solicit/research, gather, and compile information from affiliates and other resources (such as content experts) to assist with determining affiliate needs, evaluation of MS training resources and services.
 - Propose and implement suggestions regarding needs for new and/or changes to training services and resources. Assist with updating materials and services.
 - Continually seek to improve quality.
4. Keep current on information pertinent to support Heartbeat International's mission, its programs and affiliates. Be completely familiar with all HB resources and training. Utilize this information when executing the other responsibilities of this position.
5. Work cooperatively (servant heart) with all staff and departments to promote efficient, effective, and service-oriented operations. Communicate with the supervisor regarding activities, concerns, new information, suggestions, etc.
6. Prepare and make presentations or represent Heartbeat International at events.

Secondary Responsibilities (Approximately 20% of Time)

1. Assist with Ministry Services administrative needs.
2. Special projects or tasks as assigned by the supervisor.

SUPERVISION (Received/Exercised)

Receives general direction with periodic review of assignments. Expected to make routine decisions requiring analysis and interpretation regarding task completion with limited guidance from supervisor.

REQUIREMENTS

1. Significant experience in the pro-life movement, including experience with pregnancy help organizations. Experience in pregnancy center administration, and understanding of pregnancy center operations and management, strongly preferred.
2. College degree in related area or equivalent experience with program development and training.
3. Teaching, training, and/or counseling experience and/or education strongly preferred.
4. Excellent communication strengths. Speaker/presentation skills strongly preferred.
5. Good interpersonal skills for interfacing with staff, affiliates and the general public. Ability and desire to work cooperatively—with a Christian servant heart—to inspire staff and affiliates. Treat others with respect, honesty, and integrity, working towards Christian (scripture based) peace and unity.
6. Excellent phone skills with the ability to engage callers in meaningful dialog to assist callers in identifying and resolving problems.
7. Must have independent, sound judgment. Ability to make decisions affecting the relationship with external constituencies, specifically affiliates and potential affiliates. Willingness to seek direction when situations are beyond the responsibility and knowledge of the position/person.

8. A self-starter with high initiative and ability to work independently as well as an effective member of a team.
9. Strong organizational strengths and project management skills needed to manage diverse flow of assignments.
10. High level of integrity.
11. Ability and willingness to travel and provide training.
12. A working knowledge of Microsoft Word and Excel preferred.
13. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
14. Ability and willingness to demonstrate commitment to Heartbeat International mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
15. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
16. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.