

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: Web Specialist
CLASSIFICATION: Exempt; Full-time
DEPARTMENT: Extend Web Services/Ministry Solutions
REPORTS TO: Manager, Extend Web Services
REMOTE STATUS: Position can be performed remotely

SUMMARY

The Web Specialist is responsible for the efficient, effective, and secure operation of Extend Web Services web server, EWS website, and development of EWS clients' websites. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian core beliefs and core operational values.

RESPONSIBILITIES

1. Build/develop web applications/components for customers.
 - Build/develop web applications/components for customers utilizing a pre-existing template. Make changes to templates as needed, working with representatives from pregnancy help centers to make websites to their specifications.
 - Ensure the maintenance of necessary website domain names, including annual purchases, set up domains with name servers, and configure and troubleshoot domain-based emails requests and questions.
2. Provide customer service support, ensuring customer satisfaction and retention.
 - Solicit feedback that can be used for product improvement. Use the customer follow-up system to ensure websites meet specifications, that quality service objectives are met, and client goals are exceeded.
 - Work collaboratively with staff, customers, and vendors to service and/or produce an exemplary product that serves the customer well.
 - Test and deliver quality products on a timely basis, meeting the expectations of customers and Heartbeat standards and goals.

Supervision (Received/Exercised)

Work is performed independently with periodic review. Organize work and set priorities based on schedule, office policies and procedures, and supervisor. Supervisor or team leader regularly reviews non-routine work and periodically reviews routine work.

QUALIFICATIONS

1. Minimum of 2 years' web development experience.
2. Experience in the pro-life movement is a plus.
3. An eye for aesthetics and design details.
4. Experience in website templating, responsive design foundations, and effective page speed optimization.
5. Experience with database tables, fields, structure, queries, etc.
6. Ability to learn new programs/software, technical requirements, and develop related skills quickly.
7. Demonstrates willingness and ability to learn new web technologies.
8. Demonstrated ability to communicate and thrive in a team environment to troubleshoot customer tickets and manage customer projects.
9. Ability to handle multiple projects, set priorities, and attend to details accurately and quickly.
10. Excellent verbal and written communication skills.
11. Experience in sales, advertising, or customer service (especially through telephone and e-mail) preferred.

12. Ability to make decisions and resolve problems based on established policies and procedures, project standards/goals.
13. Experience dealing with a third-party web-hosting company is preferred, but not required.
14. Experience working in Web Hosting Management Complete Solutions is preferred but not required.
15. Experience with cPanel is preferred but not required.
16. Experience with portal engines and content management systems. Experience with HTML, PHP, CSS/SCSS/ LESS, SVG, JavaScript preferred but not required.
17. Good interpersonal skills for working cooperatively with staff, Board, customers, other organizations, and public, and treat others with respect, honesty, and integrity, working towards Christian (scripture-based) peace and unity.
18. A willingness and desire to work as a team to serve callers and other Heartbeat constituencies, including other Heartbeat staff.
19. Ability and willingness to demonstrate commitment to HBI's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
20. 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 HBI's Christian ministry of life.