



MINISTRY POSITION DESCRIPTION

POSITION TITLE Church Support Associate (part-time)

ORGANIZATION OVERVIEW

YouthWorks is a ministry of Real Resources, Inc., a nonprofit Christian faith based organization that's core purpose is to serve churches by providing Christ centered resources and experiences for ministry. YouthWorks exists to connect teenagers to God, each other and communities through life-changing, Christ-centered mission trips.

TEAM OVERVIEW

The Region Team is responsible for initiating, maintaining and growing partnerships in communities and with churches.

POSITION OVERVIEW

The Minneapolis-based Church Support Associate works alongside Region Team members to assist churches in an efficient, courteous and professional manner that maintains a high standard of service and care.

DUTIES AND RESPONSIBILITIES

A. Manage specific aspects of the registration and trip planning process for churches

- Respond to incoming department e-mail and voicemail
- Handle logistics of department mailings and work collaboratively with the Real Resources Ministry Services team to ensure process is complete
- Work with Director of Marketing and CRM & Sales Representative to send out communication to churches throughout the registration season
- Manage and maintain the special request and scholarship process
- Order and manage inventory of mailing supplies
- Assist with Pre-Trip Call reports and assembly
- Attend weekly Church Representative meeting

B. Support in managing church relationships

- Contribute energy and creativity that will help to support and advance the overall mission, vision and goals of YouthWorks
- Assist in maintaining church relationships by providing excellent customer service
- Respond to inbound calls, emails and Live Chats
- Build, develop and manage church relationships through incoming calls, e-mails, Live Chats as needed
 - Answer questions
 - Communicate changes
 - Support Church Reps as needed
- Assist churches through the registration process when necessary

C. Regional Community Knowledge

- Develop and maintain a basic knowledge of YouthWorks communities
- Attend regional summer training events as needed

D. Additional Tasks

- Additional tasks which support the overall ministry of YouthWorks may be assigned



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POSITION QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Active Christian faith life, comfortable sharing personal faith story, and expression of faith as part of regular job duties and responsibilities
- Commitment to the Core Purpose & Values of YouthWorks and our parent organization Real Resources
- Strong organization, detail-orientation, and multi-tasking skills
- Ability to prioritize multiple responsibilities and deadlines
- Self starter, strong work ethic, drive and ability to work independently
- Comfortable working in a fast paced, ever-changing environment
- Working knowledge of Microsoft Office (Outlook, Excel, Word), CRM experience a plus
- College degree and/or equivalent work experience preferred
- Willingness to learn quickly and contribute to the overall success of the region team and overall YouthWorks ministry

REPORTING: The Church Support Associate reports to the Director of Missions

TRAVEL: Minimal travel varies during the year, and includes out of state travel as needed to attend conferences, ministry events, staff gatherings and staff training.

HOURS: This position is part-time, year-round and may require limited, minimal evening and weekend hours as operational needs necessitate. Position will be 20 hours and work a set schedule during the week (to be determined based on applicant).

COMPENSATION AND BENEFITS: Pay commensurate with YouthWorks established guidelines, eligible for benefits after waiting period as defined in Employee Handbook.

CONTACT: Please submit resume, cover letter and inquiries to the Human Resources team, by e-mail to hr@youthworks.com