



MINISTRY POSITION DESCRIPTION

POSITION TITLE: Sales and Ministry Relations Manager

ORGANIZATION OVERVIEW

For nearly 40 years Youth Specialties has worked alongside Christian youth workers from just about every denomination and youth-serving organization all around the world. Each year we serve more than 100,000 youth workers worldwide through our training seminars, conventions, and resources. Youth Specialties (YS) is a ministry of Real Resources, a nonprofit Christian faith based organization that's core purpose is to provide Christ centered resources and experiences for youth ministry.

POSITION OVERVIEW

The Minneapolis-based Sales and Ministry Relations Manager's objectives are to increase convention and event revenue through leading and managing a sales team in securing new business, focusing on existing customers, and facilitating meetings with potential and existing customers. They will serve as one of the primary points of contact for existing Youth Specialties' customers, and assist in leadership of the sales team.

DUTIES/RESPONSIBILITIES

A. Manage the Sales and Ministry Relations Team for all YS events and resources

- Hands-on working leader who will develop and lead the sales team in generating sales leads and managing sales efforts to meet organizational goals for sales and attendance
- Contact customers regularly with latest product updates and upcoming event information
- Answer correspondence to assist with orders, registrations, and/or answer questions
- Build and nurture customer relationships
- Assure all regions are covered and provide hands-on support to team, as needed
- Contact customer leads with personal introduction and regular follow-up to answer questions and provide requested or pertinent information
- Send out promotional materials as needed
- Assist customers in determining the appropriate ministry offering and register them accordingly
- Communicate financial details and policies to customers and accommodate special requests when possible
- Listen to issues, concerns and special requests and make recommendations to YS leadership
- Help develop sales forecast reports and work with the YS leadership team to implement strategies to increase sales and develop an excellent sales and ministry relations team

B. Manage Customer Data in CRM

- Verify correct customer information is on file and update files as needed
- Utilize internal systems to communicate with customers
- Provide weekly reports as needed to YS leadership

C. Manage relationships with special market groups

- Contact special market groups regularly with latest product updates and upcoming event information
- Promote special offers to specific market groups
- Connect with and support Special Markets' leaders on-site at YS events
- Manage special market groups contact information in internal systems



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DUTIES/RESPONSIBILITIES (continued)

D. Assist with Future Events promotions at NYWC (and other YS events as assigned)

- Work with YS leadership to plan and setup the Future Events area at YS events
- Assist with purchase of any supplies for Future Events area and work booth during event
- Assist with pre-event planning and on-site event management as needed

E. Additional tasks

- Additional tasks which support the Youth Specialties ministry may be assigned

POSITION QUALIFICATIONS/EXPERIENCE

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 expressing faith as part of regular job duties and responsibilities
- Commitment to Youth Specialties and our parent organization Real Resources' Core Purpose and Values
- Ability to place substantial number of phone calls each day
- Solid communication skills, both verbal and written
- Self-motivated with ability to work independently and ability to work with remote staff (supervisor and other team members)
- Bachelor's Degree with emphasis in sales, marketing, or customer service/management preferred
- Sales, marketing, or customer service experience (3+ years preferred)
- Strong organizational and detail orientation skills
- Willingness to learn quickly and contribute to the overall success of sales/customer service efforts
- Experience with and/or ability to learn/utilize CRM, marketing and sales database

REPORTING: The Sales and Ministry Relations Manager reports to the Director of Sales and Event Management

TRAVEL: Varies by month during the year, based on ministry events, operational needs and staff meetings. This travel includes, but is not limited to:

- September through December – significant travel per month including weekends
- January through August – moderate travel required with dates determined as needed

HOURS: This position is full-time, year-round and may require evening and weekend hours as operational needs necessitate (especially during travel).

COMPENSATION AND BENEFITS: Compensation commensurate with Youth Specialties established guidelines, and eligible for benefits as defined in Employee Handbook.

CONTACT: Submit resume and cover letter or direct inquiries to the Human Resources team by e-mail to hr@youthspecialties.com