



The Evangelical Covenant Church

JOB DESCRIPTION

Position:	Manager of Missionary Engagement
Area:	Serve Globally
Reports to:	Director of Missionary Personnel
Supervises:	Interns
Status:	Exempt

Summary

The Manager of Missionary Engagement will support missionary personnel prior and during their time in North America, particularly in preparation for their engagements and interactions with congregations and other ECC entities (camps, retreat centers, and conference leadership). Additionally, this position will coach and support missionary personnel efforts in developing new church contacts to establish and maintain a strong financial support base.

In collaboration with Director of Missionary Personnel and Director of Missional Congregations this position will help steward, both individual and congregational relations to ensure financial support, donor engagement and development are responsive to SG objectives and procedures.

Essential Functions

- Engage in a professional, hospitable, and courteous manner in the ministry priority's electronic, phone and in-person communication with constituents.
- Process inquiries from constituency; respond and/or direct to the appropriate person according to need.
- Nurture relationships with missionaries to facilitate and improve their engagement with churches.
- Support Missionary Personnel (MP) on Home Assignment by:
 - Keeping the Director of Missionary Personnel (DMC) abreast of upcoming home assignment to determine the unique aspects and individual needs of each missionary.
 - Ensuring hosts, Serve Globally (SG) staff, and key constituency are informed and aware of visits.
 - Facilitating for each missionary and their host, their schedule and the opportunities residing in each local setting.
 - Overseeing logistics.
 - Inviting hosts to help cover expenses incurred for MP visits.
 - Following up on visits to thank hosts, gather feedback, address concerns and identify improvements.
 - Documenting details of site visits in a timely manner.
 - Facilitating strategic meetings with SG personnel at start and conclusion of HA.
 - Coordinating HA's visits to align and respond with DMC's strategies for settings and context for the missionary's engagements during HA.
 - Collaborating with other SG staff on MCE-related logistics, as requested.

- Assist Missionary Personnel in fund raising efforts, to include but not limited to:
 - Provide materials on fund raising.
 - Host training using DMC and Advancement personnel and resources.
 - Connect MP with SG communications staff and resources, as deem necessary and appropriate.
 - Research and supply information on new potential ministry partners to SG staff and missionary personnel.
- Facilitate communication and assist with the re-designation of existing funds, from retiring and resigning missionaries, to current and new missionaries, as prioritized by Director of Missionary Personnel and Director of Missional Congregations.
- Collaborate with the Manager of Church Relations and Director of Missional Congregations to maintain regular communication with ECC constituency regarding engagement pathways and opportunities; and facilitate connections and relationship between missionaries and local congregations.
- Provide orientation to support staff (i.e. administrative assistant, interns, etc.) on job responsibilities, protocols for Serve Globally, ECC policies and procedures, and ECC constituency.
- Meet regularly with other support staff (i.e. administrative assistant, interns, etc.) to outline and organize tasks, provide personal and professional support, and engage in ongoing evaluation of their outcomes and productivity.
- Develop, organize and maintain shared-electronic and paper files; update and create additional dossiers, as needed.
- Utilize various office machines and computer applications to expedite daily operations, procedures, or tasks.
- Prioritize and manage multiple tasks with competing timelines, as requested.
- Other duties as assigned, by the Director of Missionary Personnel and Executive Minister of Serve Globally.

Education and Experience

- Required:
 - A bachelor's degree in Administration, Organizational Development, Social Science or related field.
 - Minimum five (5) year engagement with the ECC.
 - Proficiency with Microsoft, Office 365, and Raisers Edge.
 - A minimum experience in a professional or ministry office environment.
- Preferred:
 - Local church/organizational ministry leadership experience.
 - Cross-cultural ministry experience.
 - Project management and fundraising experience.

Skills

- Mastery of Microsoft and Windows applications, databases development and management, and web technologies. Strong word processing and spreadsheet skills.
- Detail oriented, strong organization, prioritization and time-management skills are eminent.
- Ability to utilize macros to improve analyzing and reporting efficiencies preferred
- Excels in attention to detail with high level of accuracy in the preparation of documents, reports, and correspondence.

- Works well under pressure and is able to accomplish multiple tasks, with conflicting priorities and timelines. Ability to track and report progress on a wide range of tasks, simultaneously.
- Ability to respond to and deal with a range of ad hoc queries/requests.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Ability to operate with discretion and confidentiality at all times.
- Maintains flexibility in approach and adjusts actions when appropriate.
- Ability to coordinate and manage logistics for small and large meetings.
- Excellent management and people skills to embrace diversity of schedules, backgrounds, formats, contexts, etc.
- Uses critical thinking skills, applying logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to address challenges.
- Self-starter, with the ability to work independently.

Environment Conditions

Able to work well in professional office setting, but occasionally works in remote locales. Occasional domestic and international travel. Must be versatile and able to work for prolonged segments sitting or standing. Must engage frequently with office tools and equipment, such as: computer, copier, phone, web-conferencing equipment, cell communication, printers, etc. Must be able to occasionally lift or move items, less than 35 lbs. Occasionally, pack and unpack, move and lift boxes that contain ministry materials.