



Position Title: Donor Listener Relations and Engagement Coordinator

Reports to: Director of Engagement and Donor Relations

Mission Statement

Relevant Radio® - Bringing Christ to the world through the media.

Guiding Principles

- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

Function Summary: Responsible for supporting all Donor and Listener Relations and Engagement activities by providing superior customer service and administrative support.

Responsibilities:

- Greet and welcome guests and visitors; answer questions and direct them to the appropriate individual or department. Serve at the front desk office and will be the first point of contact for all Relevant Radio guests and visitors.
- Serve as point person for all external donor and listener inquiries. Assist donors and listeners with their questions by providing them information and referrals. Correspond via, phone, written and electronic communication.
- Operate the main phone line for Relevant Radio; answer calls, transfer calls. Check voicemail messages and return calls.
- Assist Donor Relations and Engagement team with correspondence and communications. Provide administrative support for various projects and initiatives.
- Stay up-to-date with the Relevant Radio Website and App and Programming and Marketing initiatives to help support the customer service function. Continuous sharing of information between departments to aid in better communication and customer service for the team.
- Assist with coordinating materials and information used by the team to help answer and respond to inquiries. Help develop and/or update Donor and Listener Relations and Engagement manuals.
- Coordinate and provide office tours, as needed.
- Event support for network initiatives as needed.
- Assist with mailings and fulfillment, as needed.
- Support on-air pledge drives. Assist manager with call center training and schedule coordination. Work with IT to ensure proper set-up and clean-up of phones and equipment.
- Responsible for Raiser's Edge input and utilization.
- Work with Mission Team to support prayer requests, as needed.
- Solid understanding of the mission, programming content and audience of Relevant Radio.
- Adhere to Relevant Radio policies and procedures.
- Attend trainings and department meetings.
- Other duties, special projects, and event support as assigned.

Experience and Skill Requirements:

- Catholic. Active faith life in accord with teachings of the Catholic Church.
- Bachelor's Degree in business, marketing or related field preferred.

- 3 years of professional office experience. Non-Profit experience preferred.
- Strong customer services skills. Can-do attitude with a willingness to super-serve needs of our volunteers, donor and listeners.
- Possess a positive and enthusiastic attitude along with the ability to work successfully with others. Professional demeanor; ability to work with a variety of people at various giving levels.
- Excellent writing skills; ability to write effective business correspondence: letters and emails for both internal and external communications.
- Strong interpersonal communication skills; effective listening skills.
- Speak and write English. Bilingual in Spanish preferred.
- High degree of energy and passion for extending the mission of Relevant Radio.
- Excellent organizational and attention to detail skills. Must be able to multi-task with accuracy.
- Excellent follow through on tasks.
- Proficient in Microsoft Office Products: Excel and Outlook and Raiser's Edge and/or related database experience.
- Valid driver's license required. Ability and willingness to travel.
- Ability to lift 20 pounds.