



<u>Position Title</u>	Engagement Coordinator
<u>Reports to</u>	Director of Donor Relations and Engagement

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

Job Description We are seeking a dedicated individual to join our team as the Engagement Coordinator. This position plays a vital role in ensuring a positive experience for our donors and listeners while supporting various Engagement initiatives for Relevant Radio.

Responsibilities

- Serve as the primary contact for all inbound donor/listener inquiries, providing prompt courteous assistance.
- Assist donors/listeners by addressing their questions, providing relevant information, and making appropriate referrals.
- Communicate confidently via phone, written correspondence, and electronic channels.
- Collaborate with the Engagement team to facilitate effective communication and outreach efforts.
- Provide administrative support for Affiliate Relations, Local Sponsorships, Engagement Mid-level Giving Program and other projects as needed.
- Maintain up-to-date knowledge of the Relevant Radio Website, App, Programming, and Marketing initiatives to enhance customer service.
- Support network initiatives through event coordination and assistance.
- Assist with mailings and fulfillment process as required.
- Aid the Donor/Listener Relations Manager with on-air pledge drives.
- Ensure accurate input and utilization of Raiser's Edge database.
- Demonstrate a solid understanding of the Relevant Radio mission, programming, content, and audience.
- Adhere to Relevant Radio policies and procedures at all times.
- Attend training courses and department meetings to stay informed and updated.
- Undertake any other duties, special projects, or event support tasks 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 communication skills, both verbal and written.
- Excellent interpersonal skills with a customer-centric approach.
- Ability to multitask and prioritize tasks effectively.
- Proficiency in Microsoft Office Suite and other relevant software.
- Previous experience with database management (Raiser's Edge experience is a plus).
- Willingness to work collaboratively in a team-oriented environment.
- Valid driver's license required. Ability and willingness to travel.
- Ability to lift twenty pounds.