



Date Revised: 9/9/2021

Center Communications Coordinator

Position Title: Center Communications Coordinator **Office:** Care Net HQ
Reports To: Center Content Senior Manager **Exempt/Non-Exempt:** FT, Non-exempt
Current Staff: Open **Date:** October 2021
Direct Reports: None

Position Focus:

Reporting to the Center Content Senior Manager, the Center Communications Coordinator (CCC) serves as an ambassador of Jesus Christ through ministry to current and prospective Care Net affiliates and support for the Center Services staff team at Care Net. The CCC is responsible for building and maintaining relationships with pregnancy centers by providing prompt, courteous, and empathetic customer care.

The CCC helps carry out Care Net's mission, vision, and strategies and personifies the ministry of Care Net by being a witness for Christ through the CCC's life, words, and deeds.

Core Responsibilities

- *Center Communications*
 - Maintain a prompt, welcoming first line of communication with current and potential affiliates contacting Care Net via email and telephone, including initial problem-solving, and directing inquiries to appropriate staff or consultants.
 - Support ongoing affiliate engagement by preparing weekly email communications to the Care Net network.
 - Prepare general, routine, and special occasion affiliate correspondence
 - Provide first line technical support to affiliate portal users and professional development course learners.

- *Online Content and Engagement*
 - Provide centers with new, pertinent information by maintaining the affiliate portal's netlinks section on a weekly basis.
 - Ensure visual appeal of Care Net articles and resources on the Care Net's affiliate-only portal when posting new content, in coordination with the graphic designer as appropriate.
 - Approve new members of the private affiliate staff Facebook group for affiliates and be part of the moderator team; coordinate with the social media manager as appropriate.
 - Make select Care Net resources available to the pregnancy center community at-large by posting to Care Net's public Center Insights Blog.

- *General*
 - Maintain records of all personal interactions with affiliates.
 - Code, track, and file general center services invoices; submit for approvals.
 - Assist with finalization of professional development content and other resources.
 - Produce and maintain reports on interactions between affiliates and the center services team.
 - Assist in processing mail.

- o Other duties as assigned.

Minimum Qualifications

- Excellent customer service skills including an ability to resolve problems and satisfy those with complaints.
- Strong oral and written communication skills, including the ability to empathize with others' needs and deliver clear and helpful answers to questions. .
- Familiarity with the Google Suite of applications for work.
- Strong organizational skills and attention to detail.
- Strong technical skills including the ability to learn new applications, problem solve, and assist others with resolving issues with an application.
- Possess a strong work ethic and ability to effectively balance multiple responsibilities in a fast-paced environment, while achieving specific objectives.
- Enjoy serving others and helping them succeed.
- Able to work with a diversity of cultures and Christian denominations, backgrounds, and traditions.
- High school degree.
- Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior.
- Possesses a strong commitment and dedication to Care Net's pro-life position.
- Agrees with and can uphold Care Net's Statement of Faith, Vision/Mission, Core Values, and Employee Conduct Policy.
- Able to provide Christian prayer support to members of Care Net's affiliate network.

Preferred Qualifications

- One year of experience in pregnancy center ministry, Christian personal ministry, customer service, or a related field.
- Familiarity with and experience writing HTML code.
- Experience in the use of cloud-based databases and data entry.
- Associates or Bachelor's degree in a related field.

Requirements

- Is a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Keeps Christ central in our individual and corporate lives and shares the Gospel of Jesus Christ. Attends and participates in daily staff devotions, regular prayer and fasting.
- Possesses a strong commitment and dedication to the pro-life position and related sexual purity/health issues.
- Agrees with Care Net's Statement of Faith and Mission/Vision, and will seek to conduct him or herself according to the Core Values and Employee Conduct Policy.

To Apply

Email the following to jobs@care-net.org; Subject Line: Center Comms Coordinator

- Cover letter focusing on why you would like to work for Care Net, along with your qualifications for the position
- Resume
- A completed [Care Net Employment Application](#)
- A statement describing your relationship with Jesus Christ (no more than 250 words)
- A statement describing your pro-life position (no more than 250 words)