

Communications Administrator - Job Description

- Summer 2020

Employment	Full Time
Oversees	Outsourcing design/video work, and vendor relationships
Member Of	Operations Leadership Team
Reports To	Director of Operations

Job Summary

Reliant is looking for a passionate and highly motivated Communications Administrator to join our Central Operations team who will serve at the Reliant headquarters located in the Lake Nona area of Orlando, Florida. This role will be responsible for the big picture strategy and implementation of Reliant's internal & external Communication. This will include ensuring Reliant's brand cohesion & public relations success through all outlets (print, video, email, web, social) and with all constituent groups (donors, churches/ministries, missionaries) by collaborating with and serving our internal Central teams. It will include coordination with all Program and Process Teams, oversight for all outsourced design and video work, as well as direct responsibility of large-scale projects such as Reliant's Annual Ministry Report, Open Enrollment Insurance communication, Year-End Giving Appeals, and ongoing Missionary Training materials.

The ideal candidate would be a Christian who has experience in Communications strategy and public relations. Is both creative & innovative as well as able to manage projects on a schedule with multiple collaborators. Solid written communications, mature interpersonal skills, and strong self-management (ability to juggle multiple priorities) are expected. It is important to note that Reliant Central is a hard working, productive environment of about 40+ people supporting around 700 support-based missionaries around the world. We prioritize people and relationships, in an effort to serve our partners, donors, and missionaries in the most effective ways possible. We're excited to be continually growing and are looking forward to becoming even more streamlined in our Communication practices internally & externally.

Responsibilities

1. Brand, Strategy, and Public Relations

- Overall Reliant Brand cohesion - including website, materials, etc.
- Projects - Annual Ministry Report, Reliant POST Magazine, Blog (in conjunction with Field Editor), Social Media
- General public relations duties for Reliant

2. Donor Communications - internal & external

- Print, Email, Web, Social - including new plans, projects, & strategies
- Working with Gift Services Team on regular & ongoing communication to Donors
- Collaboration with Program Teams and Training
- Direct Marketing Communication

3. Church & Ministry Communications - internal & external

- Print, Email, Web, Social - including new plans, projects, & strategies
- Working with all Program Teams as needed
- Oversight of Recruiting Team - including New Partnership Process within Reliant
- Partnership Materials and Process

4. Missionary Staff Communications - internal & external

- Print, Email, Web, Social - including new plans, projects, & strategies
- Working with all Program Teams as needed
- Oversight of Recruiting Team - including onboarding & promotions to new & potential Missionaries
- Working with all Reliant Trainings - materials, content, and execution

5. Operational Logistics & Execution

- Systematization of Communication within the Reliant Matrix
- Internal Central Communication Tools - Solomon, Teams, MailChimp, Comm Calendar & Requests, etc.
- Regular coordination with Operations Team & organizational projects as assigned by the Operations Director

6. Design & Video Oversight

- Oversight of outsourced projects and freelance work for all print materials, video, and streaming
- Collaboration on strategy for marketing & growth with Recruiting team (Conferences, materials, etc)

- Possible travel to represent Reliant for Recruiting & New Partnerships - as available and needed
- Management of Reliant's Print on Demand site (CopyCat) and all other communications vendor relationships
- Brand Creation and cohesion

Job Specifications

- A profession of faith in Jesus Christ
- Agrees with Reliant's Statement of Faith, Core Values, and Code of Conduct
- Significant aptitude for managing communications strategy & public relations within multiple teams
- Formal training, or equivalent experience, in Communication strategy and/or public relations
- Works well with others and is an effective collaborator with excellent interpersonal skills
- Effective in project management and executing project plans - tracking deadlines, scheduling actions, and follow through
- Experience working with printers and maintaining vendor relationships
- Proficiency in full Microsoft Suite, and some experience in Adobe Creative Suite, or industry standard equivalents
- Strong attention to detail along with the ability to see the big picture
- Ability to respond quickly and efficiently in a fast-paced environment

Reporting Relationships

- Reports to the Director of Operations
- Works collaboratively to serve all Program Teams & Reliant as a whole (external)
- Works operationally to serve all Support & Process Teams (internal)
- Oversees outsourcing of all design, video, and any Field contributors

All Reliant Office Employees must:

1. Have profession of faith in Jesus Christ
2. Affirm Reliant's Statement of Faith (<https://solomon.reliant.org/display/AboutUs/Statement+of+Faith>) and Reliant's Core Values (</pages/createpage.action?spaceKey=building&title=Core+Values>)

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.