



Redeemer City to City (CTC) is a non-profit organization working to catalyze the gospel movement in the major cities of the world. CTC desires to see the gospel of Jesus Christ transform lives and impact cities, and we do this by prayerfully helping leaders start and strengthen churches to advance the gospel together in their cities.

Gospel in Life is the resource ministry for sermons, books, articles, and other resources from Timothy Keller, Redeemer City to City and Redeemer Presbyterian Church of NYC. The name reflects our conviction that the gospel changes everything in life. Redeemer City to City is the parent organization of Gospel in Life.

Redeemer City to City is a global organization that serves a diverse community. Men, women, and members of all ethnic groups are encouraged to apply.

JOB DESCRIPTION

Job Title: Manager of Partner Engagement

Reports to: Senior Director of Gospel in Life

Completion Date: 4/15/24

Location: NYC / Hybrid

Exempt/Non-Exempt: Salaried-Exempt

Full or Part-time: Full-Time

Team: Gospel in Life

Compensation: \$65,000-\$85,000 DOE

Description:

The Manager of Partner Engagement at Gospel in Life will provide regular communication with donors. They will develop regular rhythms and structure for personally connecting with new, recurring and lapsed donors through various communication channels (including email, phone, written letters and notes). They will use creative storytelling to communicate the vision, mission and ministry opportunities/results of Gospel in Life. They will use digital and print resources to thank and encourage donors, minister to their needs and pray for them to the degree possible. They will present campaigns and special instances for ministry investment to donors as those opportunities arise.

The Manager of Partner Engagement serves the Gospel in Life (GinL) audience by developing relationships with donors and providing support in the donation process. He/she will also highlight various GinL content distributed through podcasts, the online store, radio ministry, and the YouTube channel to donors where useful and beneficial to a particular donor group. He/she will help the team run more efficiently and effectively in support of key outcomes related to donor relationship and development.

He/she will develop and monitor projects critical to the success of this strategy serving as a vital liaison between various stakeholders. He/she will utilize various online platforms and donor related data to discover new opportunities for connecting with donors and strengthening relationships with them. This role requires excellent communication skills, a heightened attention to detail, and the ability to coordinate with team members in a timely and efficient manner. Ability to become competent in numerous (3+) web-based platforms is essential.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Brief description of duties in order of priority

Primary Responsibilities:

- Foster personal connections/contact with donors where possible
- Provide introductory and follow up communication to mid and high-level donors answering questions and developing relationships over time
- Oversee special shipments (books or other items) and physical mailings (personal messages/cards) to donors
- Assist donors who reach out to Gospel in Life with questions or issues regarding making a donation
- Contact lapsed recurring donors ("partners")
- Identify major donors and work with the Senior Director of Gospel in Life on how best to communicate with them on a personal level

Secondary Responsibilities:

- Update donor records in system as necessary
- Remove duplicate donor files from our donor database
- Run regular reports (monthly) and provide data analysis of donors (quarterly)

REPORTING RELATIONSHIPS:

This position will not have direct reports to start, but will likely as both the position and development opportunities grow.

COMPETENCIES REQUIRED

Unique for this job

Advanced Communication Skills
Relationship Building
Data Analysis
Project Management
Cultural Competence

Unique for this job

Strategic Thinking
Decision Making
Adaptability and Flexibility
Community Engagement
Emotional Intelligence

For managers of people

Building Effective Teams
Developing People
Delegating
Planning
Values Diversity

MINIMUM QUALIFICATIONS

Education/Experience:

- College education in related field preferred
- 2-5 years of experience in fundraising, account management, client relations, business development, customer success or similar relationship focused positions.
- Non-profit experience preferred

Technical/Software Knowledge:

- Virtuous CRM (or other CRMs)
- RaiseDonors Giving (or other Giving platforms)
- Stripe
- HelpScout (or other support tools like Zendesk or Intercom)
- Google Suite (Docs, Sheets, Drive, etc.) / Excel
- Salesforce (helpful but not currently part of position)

Mission Alignment/Policies:

- Belief in the inerrancy of the Holy Bible
- Sold out on the mission to bring the Gospel of Jesus Christ to cities
- Alignment with RCTC values, tone, and brand
- Adherence to RCTC Employee Policies
- Compliance with all RCTC Policies regarding best practices and Intellectual Property

Location:

Preference will be given to candidates local to the NYC region (or willing to relocate). The Gospel in Life team has a hybrid office schedule and while flexible, in person office attendance is strongly encouraged every Monday, Wednesday and Friday. GinL offices are located in Long Island City near the 7 and G trains.

Physical Requirements: See, hear, type, speak, travel with reasonable accommodations

Travel:

Some travel may be required as the position grows

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To apply, please send a cover letter and resume to Trisha Burgess, Senior Director of Human Resources, at trish.burgess@redeemercitytocity.com.