



Associate, Quilt & Kit Ministry Job Description

Job Title:	Associate, Quilt & Kit Ministry
Level and Grade:	Associate Level, Grade 50
Job Type:	Full Time
Reporting Manager:	Senior Manager, Quilt & Kit Ministry
Department:	External Relations & Engagement
Office:	Baltimore, DC, Minnesota
Date:	12/1/2021

About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief:

Position Summary: This position is responsible for implementing the essential details of a wide variety of complex and expanding Quilt & Kit Ministry projects for Lutheran World Relief. The Quilt & Kit Ministry Associate provides logistical, project management, programmatic and administrative support for the Quilt and Kit team, working on constituent engagement solutions designed to increase community participation across the United States. As an external-facing member of the Outreach and Engagement team, the Associate is one of the primary points of contact for LWR's national team of volunteers and tens of thousands of quilters and kit-makers across the country.

Key Result Areas:

The success of this role is measured by the following KRAs:

1. Successfully coordinate the details of approximately 200 quilt and kit collections (Ingathering) ~ ensuring streamlined processes and excellent donor and volunteer experience.
2. Show donors the love by providing exceptional customer service to quilters, kit-makers, and local volunteer leaders via phone, email, social media, and postal mail communications.
3. Implement constituent acquisition strategies toward identifying (40,000-60,000) individual quilters and kit-makers.

Roles and Responsibilities:

Networking & Partnership: Serves as a primary point of contact for the national corps of volunteers (Key Leaders) who coordinate annual or biannual collections (Ingatherings) of quilts and kits.

1. Works closely with the Quilt & Kit Ministry Manager to provide an exceptional volunteer and donor experience for Key Leaders.
2. Provides resources, responds to inquiries, troubleshoots challenges, and implements a succession plan development strategy with all Key Leaders.
3. Contributes significantly to the constituent acquisition strategies for quilters and kit-makers, ensuring that all are engaged in the appropriate donor journey for an exceptional experience with LWR.

Communication: Contributes to the strategic pillar to “show donors the love” by providing timely and compelling communication with Lutheran World Relief’s quilters and kit-makers via a variety of channels.

1. Monitors phone and email communications with constituents and takes every opportunity to show them the love.
2. Manages social media monitoring and responses, and coordinates with digital marketing team for posts and strategy.
3. Coordinates with project manager, marketing and communications colleagues, and Sr. Manager, Quilt & Kit Ministry to ensure timely completion of creative projects relevant to the quilt and kit program.
4. Responsible for monitoring Google alerts, Quilt and Kit Shipping Fund donations and social media channels; communicates with colleagues to determine when a personal note from the Sr. Manager, Quilt & Kit Ministry or other staff member is warranted.
5. Provides follow-up with individuals and congregations who contribute to special seasonal quilt and kit campaigns.

Documentation, Reporting & Data Management: Responsible for accurate and timely tracking of quilter and kit-maker information in the organization’s various systems.

1. Ensures accurate entry and updating of records in Raisers Edge (Constituent Relationship Management database).
2. Plays a critical role in implementation and roll-out of the new Quilt & Kit Tracking system.

Events and Logistics: Provides efficient, streamlined information and logistical coordination for Ingatherings (local collections of quilts and kits).

1. Coordinates between Key Leaders, the Sr. Manager, Quilt & Kit Ministry, and the Senior Program Associate for Humanitarian Assistance to ensure logistics for Ingatherings are in place, website details for Ingatherings are accurate and that local volunteers have what they need to conduct successful collections with minimal frustration.
2. Ensures accurate and timely information is shared via a variety of channels for donors engaging with Ingatherings.
3. Manages the Brick Plaza (donor recognition) program, including data management, brick installations, and donor acknowledgement.

Supervisory:

This role reports to the Senior Manager for Quilts & Kits.

This role has 0 direct reports.

Education & Experience:

This role requires a minimum of a 4-year college degree or equivalent experience.

Qualifications:

1. Demonstrated and exceptional communications skills in a variety of channels – email and phone, print, web, social media, and in-person. Ability to communicate compellingly and with ease to a wide range of audiences.
2. Demonstrated expertise in data entry and management in a variety of platforms. Must be familiar with one or more Constituent Relationship Management systems; Raisers Edge experience a plus. Derives joy from the order and rhythm of database and tracking system management. Exceptional organizational skills required.
3. Demonstrated critical thinking skills and ability to take initiative required.
4. Experience working with a group, volunteer corps, or community deeply driven by their faith required. Familiarity with general church structures and congregational life preferred.
5. Enjoys people and exhibits skills of diplomacy and discretion. Experience engaging internal and external staff and volunteers with a wide variety of personalities and working styles. Able to work productively with diverse populations and institutions that may disagree and could be in competition with one another. Experience managing challenging (passionate!) individuals with patience and grace required.
6. Enjoys working in an environment with a changing pace. Demonstrated project management skills. Able to juggle competing priorities for time and attention with grace, flexibility and ease.
7. Proficiency with Microsoft Office software required; familiarity with SharePoint or another document sharing platform a strong plus.

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. All positions are required to perform any additional tasks assigned by the supervisor.

Working Conditions, Travel and Environment

- The duties of the job require regular attendance at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required.
- This position must be able to travel as required for standard domestic and international business purposes (up to 10% of their time, primarily domestic). While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values

Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.