

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Extend Web Services Manager
DEPARTMENT: Ministry Solutions
CLASSIFICATION: Exempt
REPORTS TO: Vice-President, Ministry Services
OFFICE STATUS: *Subject to supervisory discretion, position may be enabled to work remotely*

SUMMARY

The Extend Web Services Program (EWS) Manager will pursue effective digital products created specifically for missionally-related, life-affirming service providers. This includes management of the EWS team toward successful outreach outcomes (client impact), customer engagement, and program profitability. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian values.

RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of Time)

1. Manage the EWS program outputs, outcomes and operations. This includes ensuring quality product and service, setting and meeting goals, tracing efficiency and effectiveness of the program and service, and suggesting system, process, and equipment improvements. Monitor revenue and expenses (per budget) and budget preparation.
2. Oversee of the EWS team. This includes hiring and performance reviews of EWS staff, training or ensuring training of EWS staff, ensuring adherence to all applicable policies and procedures and reporting problems, assigning and monitoring work and advising supervisor of performance issues (including absences/tardiness), and overseeing the implementation of discipline. Encourage and demonstrate respectful, Christian caring communication and interaction between staff.
3. Manage building/development web applications/components for customers.
 - Ensure purchase and maintenance of necessary website domain names, set up domain with name servers, and set up domain-based emails.
 - Test and deliver quality products on a timely basis, meeting expectations of customers and Heartbeat standards and goals.
 - Coordinate with vendors and oversee work completed by vendors to ensure timely, quality work and product.
 - Provide quality Christian caring service to all customers and contacts, including sharing the Gospel of Jesus Christ by word and example as may be appropriate. Communicate and follow-up with customers involved in the Extend program, ensuring customer satisfaction.
4. Sales/sales support.
 - Respond to incoming inquiries in a timely manner.
 - Set up meetings with potential clients
 - Set up new clients/products in database
 - Set up new projects
5. Manage EWS business reporting (ongoing/regular and special reports). This includes customer activity, customer service (tickets), product and sales goals. Address needs/issues affecting the effectiveness, efficiency, and quality of Christian caring service.
6. Coordinate with the bookkeeper to ensure accurate recording of income/expenses. Maintain accurate records.
7. Manage EWS marketing. This may include communication with prospective customers, coordinating exhibits/presentations, and writing/editing/laying out/delivering promotional materials.

8. May assist with EWS tech support.
9. Assist with the further development, planning, and evaluation of the Extend program and website template. Solicit/gather and compile information from centers to assist with determining needs and monitoring results. Stay current on information relative to the program, including web development and design resources, trends, and skills. Make suggestions regarding needs for changes regarding web applications and components, design features, program process, etc.

Secondary Responsibilities (Approximately 20% of Time)

1. Make presentations or represent Heartbeat International at events.
2. Contribute to new HB resources, write articles, and deliver education (workshops, etc.), for Heartbeat-related efforts.
3. Work cooperatively with outside pro-life agencies and other organizations to support Ministry Solutions and Heartbeat's mission as requested by the supervisor.
4. Work with the other departments/staff cooperatively to promote the support of Heartbeat solutions.
5. Special projects/assignments as requested by the VP.

SUPERVISION (Received/Exercised)

Receive periodic supervision through the assignment of projects and setting of project goals/objectives by the Vice-President and evaluation of results with periodic updating. Resolve non-routine problems that impact the program and have minimal impact on organization. May occasionally resolve problems not specifically addressed in policies and procedures.

QUALIFICATIONS

1. Experience and/or training developing/designing websites and/or web applications including front-end and back-end development and integration and managing and maintaining websites.
2. Related 4-year college degree, or equivalent work experience, preferred.
3. Experience in pro-life ministry is desirable.
4. Understanding of navigation and GUI. Practical experience in development of HTML, SQL; graphics creation with Photoshop, Adobe Creative Suite and/or Dreamweaver. Experience with Joomla or similar portal engine and content management system.
5. Ability to learn new programs/software, technical requirements, and develop related skills quickly.
6. Experience in sales, advertising, or customer service (especially through telephone and e-mail).
7. Good interpersonal skills for working cooperatively with staff, Board, customers, other organizations, and general public.
8. Ability to make decisions and resolve problems based on established policies and procedures, project standards/goals.
9. Ability to handle multiple projects, set priorities, and attend to details accurately and quickly.
10. Excellent verbal and written communication skills.
11. A willingness and desire to serve customers and other HB constituencies, including other staff, with a servant heart in support of and to promote Heartbeat International's life-affirming ministry and God's plan for our sexuality.
12. Ability and willingness to demonstrate commitment to the Heartbeat International mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
13. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's ministry of life.