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**DIRECTOR OF CLIENT SUCCESS**

Full-Time

Reports to: President of the Company

JOB SUMMARY:

Responsible for management and implementation of the services we provide to our clients, helping them fulfill their calling.

JOB DUTIES:

* In coordination with Company leadership, is responsible for execution of strategic media plans for our ministry partners.
* Responsible for securing, growing, and maintaining a responsive portfolio of media outlets for the content provided by our ministry partners.
* Serves as an agency liaison between media outlets and our ministry partners.
* Responsible for the oversight of writing and production provided to our ministry partners.
* Provides support for the fundraising strategy, cultivation and other donor activities of ministry partners.
* Participates in meetings with clients.
* Manages the flow of progress reports and trends to executive level management of clients and the company.
* Responsible for oversight of ministry partner’s content and promotion on Company’s website and social media platforms
* Manages the activities of the Client Service staff.
* Attends client functions and events as deemed appropriate.
* Oversees special projects for ministry partners at industry events (i.e., NRB, CMB)
* Enhances the Company’s reputation by accepting ownership for new Company initiatives and explores other opportunities to add value to job accomplishments.
* Other duties and tasks necessary to advance the mission of the Company and our ministry partners as requested.

MINIMUM REQUIREMENTS:

* Education – College degree (Communications, Marketing, Media, or English preferred).
* Experience/Qualities – At least 3 years post college work experience. Some management, media, marketing, sales, fundraising, or customer service experience preferred. Familiarity with Christian media is preferred. A general understanding of Christian denominational and theological differences is important. Ability to travel as necessary.
* Skills - Project management, proficiency in Excel, Word. Strong verbal and written communication. Self-starter and ability to work on your own. Strategic thinker who is dependable and has pays attention to detail.