



Organization: Need Him Global Ministries
Location: Dallas, TX
Position: Director of Response

Position Description:

The Director of Response will work closely with the President of the ministry to manage the overall response activities of the ministry. People seeking conversation currently contact the ministry through online chat, telephone calls, text messages and email. The ministry utilizes both unpaid volunteers along with paid seminary interns to respond to the incoming conversation requests. This position will manage ministry response across all types of technology and include both groups of internal responders.

The Director of Response will recruit, train, manage and retain volunteers. Additional responsibilities include continuing development of the training requirements and curriculum. The Director will also manage all scheduling tools and work to create smaller teams within the volunteer base. Additional responsibilities include providing encouragement, prayer, technical support, resources, counsel, and appreciation to new and existing volunteers. This person will also be responsible for all communication to volunteers.

The Director will also manage the Resident Leadership Program. This innovative internship leverages seminary students to augment the ministry response capabilities while developing future ministry leaders. This aspect of the position will focus on four key areas required to manage and grow a vibrant residency program. Those areas include:

- a. Recruiting & Expansion - Recruit new classes of Residents each quarter and ultimately expand the program nationally to other seminaries
- b. Training & Management - Create and maintain strong training and performance evaluation processes for Residents
- c. Leadership & Mentoring - Develop leadership curriculum along with skills of each Resident while encouraging them to grow spiritually, personally and academically over the course of the internship
- d. Improved Ministry Performance - Integrate Residents into the overall ministry team and improve overall ministry effectiveness

Primary Duties and Responsibilities:

- Advertise, recruit and hire both volunteers and Residents for the ministry.
- Develop and cultivate relationships and partnership with seminaries, partner organizations and churches.
- Develop and deliver training and leadership materials at both organizational and individual level.
- Develop recurring training, coaching and mentoring programs as needs indicate.

- Manage response scheduling tool and work to achieve optimum coverage.
- Support and improve volunteer organization and overall ministry effectiveness.
- Execute volunteer communication, retention and appreciation strategies.
- Contribute innovation and leadership to the ministry enhancing overall organizational capacity.

Skills/Qualifications:

- Mature Christian believer who demonstrates Godly principles in all aspects of life.
- Evangelism experience with a passion for serving seekers joyfully, displaying patience in sharing the Gospel and faithfulness in prayer. (Romans 12:12).
- BA/BS in Business or appropriate related field with at least four years experience leading a team or department in a church, ministry or other relevant setting.
- Experience in volunteer recruiting, volunteer relations, coaching and team building.
- Proven track record of superior results, relationship management, creative problem solving, and time management.
- High energy with ability to influence others at potential partner organizations and create excitement and follow through for the volunteer opportunity.
- Self-starter with positive attitude along with excellent interpersonal skills.
- Strong organizational and motivational skills to encourage others with the ability to multi-task across a broad spectrum of activities concurrently.

About Need Him Global:

Need Him Global is Christian non-profit organization. Need Him began in 1996 as a partnership with Billy Graham Evangelistic Association, Campus Crusade for Christ, Moody Broadcasting and several other evangelical organizations. From day one our goal has been to use technology to communicate the Gospel and offer a safe place to have a conversation about a personal relationship with Jesus Christ. Those early days focused on large crusade meetings, television events and radio commercials pointing people to the 888-NEED-HIM telephone number to talk with one of our volunteers.

Need Him messages are now seen or heard on more than 400 Christian and secular radio and television stations around the country. The ministry also presents the Gospel message online through www.chataboutjesus.com and other social sites such as Facebook and YouTube. In addition, we partner with multiple other ministries to respond to those that are seeking a relationship with Jesus Christ. Now Need Him leverages online chat, text messaging and social media in addition to the more traditional phone calls and email. For more information about the ministry visit www.needhim.org.

Application Process:

Please send your resume to HR@needhim.org.