



JOB TITLE: Resource Support Specialist
REPORTS TO: Vice President of Training
POSITION: Full-time exempt
LOCATION: In-office position in Norcross, GA

OVERVIEW

The Promise vision is to fulfill the promise that “God sets the lonely into families” (Psalm 68:6). Promise mobilizes church communities in order to meet three goals: (1) prevent children from coming into the foster care system, (2) intervene when children enter the system, and (3) connect children and families when children are in need of a permanent home. The Promise model hinges on developing strong Family Advocacy Ministries (FAMs) in local churches to accomplish this work. The Promise staff works diligently to guide these FAMs to success and to give them the best resources available to maximize impact.

POSITION SUMMARY

Promise686 is seeking a detail-oriented and organized Resource Support Specialist to provide oversight to the entire FAM curriculum, including the LMS courses, all housed in Promise Serves. The Resource Support Specialist is responsible for updating and maintaining the ever-growing library of FAM resources in Promise Serves. Additionally, this role requires working efficiently to enhance the various LMS courses, identify gaps in curriculum, and develop process guidelines for implementing primary resources. The Resource Support Specialist’s role is largely administrative and requires a keen eye for detail as well as an ability to line and content edit newly developed resources. This position will report to the VP of Training and work closely with all members of the Creative Team.

The Resource Support Specialist will be proficient in MailChimp and Adobe, proficient in or willing to learn InDesign, and able to create simple marketing and awareness documents. This position will also assist the Creative Team in developing training and awareness videos, possible animations and any corresponding training resources. This position requires working collaboratively with a team, giving and receiving critique and editing suggestions.

Areas of Responsibility

Curriculum Creation

- Utilize Adobe to upgrade existing resources and brand new resources
- Utilize InDesign to edit and upload the various Handbook versions to Promise Serves Resources on an annual basis
- Utilize Mailchimp to format, edit and send quarterly FAM Forum newsletter and incidental newsletters
- Identify outside resources and platforms that help establish Promise686 as leader in creative, impactful curriculum
- Learn and master an animation video program to create new content videos
- Work with the Creative Team to develop new training and awareness videos and corresponding resources

Resource Maintenance and Improvement

- Oversee the entire FAM curriculum, ensuring all resources are current and edited
- Mastery and maintenance of the Resources and LMS sections within Promise Serves
- Review and upgrade the current LMS courses to a higher level, looking for gaps in training and continuing to improve the course content
- Create and refine process guidelines for primary FAM Resources and trainings
- Assist in developing new resources and identifying gaps in curriculum
- Provide line editing for new resources

GENERAL QUALIFICATIONS

- Committed to following Jesus and mobilizing others to serve in His Kingdom
- Passionate about empowering local churches to care for children and families in crisis
- Dedicated to Promise686's Mission and Core Values
- Clear sense of calling to this role in this organization
- Enthusiastic learner who asks great questions
- Demonstrated record of promptness and follow-up
- Able to communicate across diverse audiences with clarity and humility
- Able to manage multiple priorities and be attentive to details, meeting deadlines
- Possess excellent written and verbal communication skills
- Strong bridge builder and contributor in team environments
- Ability to work independently and at a fast pace
- Strong planning and administrative skills
- Ability to plan and execute a project from start to finish
- Proficient in Adobe, InDesign, and Mailchimp

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The above description is not intended to be comprehensive, but rather a focused list of priorities. This role, like the non-profit ministry, is relentless. Success provides the opportunity to not only build a career, but also bring much-needed support and care to local children and families in crisis.

Promise686 is a 501(c)(3) non-profit located at 19 Holcomb Bridge Rd, Norcross, GA 30071

Promise686 associates are at-will employees.

For consideration, email your resume, references, and cover letter to: info@promise686.org

www.promise686.org