



*Date Revised: 3/23/22*

## **Affiliation Support Coordinator**

**Position Title:** Affiliation Support Coordinator

**Office:** Care Net North

**Reports To:** Toneia Mayes, Director of Center Services

**Exempt/Non-Exempt:** Exempt

**Direct Reports:** None

---

### **Position Focus**

Reporting to the Director of Center Services (DCS), the Affiliation Support Specialist (ASC) provides outstanding customer service to current and potential affiliates, creativity and innovation to assigned projects, and support for special projects. The ASC helps carry out Care Net's mission, vision, and strategies and personifies the ministry of Care Net by being a witness for Christ through their life, words, and deeds.

### **Core Responsibilities**

1. *Affiliation Renewal:* Oversees and executes the annual Care Net affiliation renewal processes.
2. *Affiliation Recruitment:* Develops and executes plans to recruit new and potential Care Net affiliates.
3. *Provisional Affiliates:* Provides guidance and resources for individuals desiring to start a new Care Net pregnancy center.
4. *Welcome New Affiliate Directors:* Maintains and executes processes to onboard new directors to Care Net.
5. *Partnerships and Benefits:* Assists DCS in developing and promoting "value-added" benefits for affiliated pregnancy centers.
6. *Affiliate Communications:*
  - a. First contact for Center Services phone inquiries.
  - b. Manages [info@care-net.org](mailto:info@care-net.org) email account and routes all non-affiliation support inquiries to appropriate staff.
  - c. In conjunction with Affiliate Content Manager, plans and schedules emails to promote affiliate support services.
7. *Affiliate Website:*
  - a. Provides account creation, maintenance, & troubleshooting to affiliates
  - b. Uploads & oversees affiliate job postings.
  - c. Uploads and maintains ads (including relevant banner ads) for promoting affiliate benefits on the Affiliate Portal.
8. *Care Net Corporate Website:* Updates "Affiliation" and "Starting a Center" sections on Care Net's corporate website as appropriate.
9. *Care Net National Conference*
  - a. Plans, coordinates, and executes the annual Regent University / Care Net Client scholarship award.
  - b. In conjunction with the National Medical Director, manages the conference CEU processes, including tracking and issuing CEU certificates.
  - c. Represents affiliation matters.

- d. Participates in events, meetings, speaking engagements, and other activities as Care Net's representative, as assigned.
  - e. Performs other conference duties, as assigned.
10. *General:*
- a. Provides administrative support to DCS, as needed, including participation in special projects.
  - b. Assists with processing and distributing incoming mail and recording related donations.
  - c. Supports Center Services team in making pregnancy center site visits

### **Minimum Qualifications**

- Strong oral and interpersonal communication skills, including a professional telephone demeanor.
- Strong written communication skills, including the ability to deliver factual content in a creative and engaging way; as well as strong editing skills, including the ability to emend content for clarity, spelling, grammar, and readability.
- Is computer literate with particular expertise in the Google Suite of applications for business, and is quick to learn new systems and processes.
- Strong multi-tasking abilities, including comfort with switching between projects, customer service, and routine tasks smoothly.
- Strong analytical skills.
- Proficient in working with Microsoft Office software applications: Word, Excel, and PowerPoint.
- Strong organizational skills and attention to detail, including the ability to plan and follow a timeline to effectively manage projects.
- Able to effectively balance multiple responsibilities in a fast-paced environment, while achieving specific objectives.
- Able to work independently and as part of a team, analyzing systems and processes and making suggestions for improvements to maximize efficiency.
- Able to work with a diversity of cultures and Christian denominations, backgrounds, and traditions.
- Able to travel, including travel to the Care Net National Conference.
- Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior.
- Possesses a strong commitment and dedication to Care Net's pro-life position.
- Agrees with and can uphold Care Net's Statement of Faith, Vision/Mission, Core Values, and Employee Conduct Policy.
- Able to provide Christian prayer support to members of Care Net's affiliate network.

### **Preferred Qualifications**

- Five years of experience in customer service, office administration, pregnancy center ministry, project coordination, or a related field.
- Familiarity with best practices in a healthy pregnancy center and special knowledge related to one or more key aspects of pregnancy center ministry.
- Experience in the use of cloud-based databases, data entry, and project management applications.
- A strong work ethic and personal ambition to succeed.
- At least four years of college or a bachelor's degree.
- Experience interfacing with Salesforce

### **Requirements**

- Is a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Keeps Christ central in our individual and corporate lives and shares the Gospel of Jesus Christ. Attends and participates in daily staff devotions, regular prayer, and fasting
- Possesses a strong commitment and dedication to the pro-life position and related sexual purity/health issues.

- Agrees with Care Net’s Statement of Faith and Mission/Vision, and will seek to conduct him or herself according to the Core Values and Employee Conduct Policy.

**To Apply**

Email the following to Toneia Mayes, Director of Center Services at: [tmayes@care-net.org](mailto:tmayes@care-net.org):

- Cover letter stating why you would like to work for Care Net, along with your qualifications for this position
- Resume
- A completed [Care Net Employment Application](#)
- A statement describing your relationship with Jesus Christ (no more than 250 words)
- A statement describing your pro-life position (no more than 250 words)

---

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

---

**Employee Acknowledgement:**

I have read and understood the Position Description for the position I hold at Care Net. A copy of the Position Description has been given to me for my records. I acknowledge, understand, and agree that:

1. It is for the purpose of information and to assist me in the performance of my position at Care Net.
2. It does not constitute an employment contract with Care Net.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of Care Net.

I understand and agree that my employment with Care Net is “at-will” and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

---

**Original:** Employee’s Personnel File

**Copy:** To Employee

**Copy:** Position Descriptions File