



## **Ministry Engagement Specialist**

### Job Description

### **Position Summary**

The Ministry Engagement Specialist at World Outreach Church (WOC) will be responsible for representing Allen Jackson Ministries (AJM) brands to a specific group of partners. This position serves as the primary point of contact for an assigned group of ministry partners and supporters, fostering meaningful and mutually beneficial relationships that support our mission of helping people become more fully devoted followers of Jesus Christ. As part of the AJM Team, this role reports to the Ministry Engagement and Customer Service Manager.

### **Who We Are**

World Outreach Church is an interdenominational congregation of over 15,000 congregants in Murfreesboro, Tennessee. It began over forty years ago with less than thirty people and has been under the leadership of Pastor Allen Jackson since 1989. Through our in-person services, gatherings, and events, as well as the use of online streaming, television, radio, podcasts, and other resources, our mission is to help people become more fully devoted followers of Jesus Christ. Learn more at [wochurch.org](http://wochurch.org) and [allenjackson.com](http://allenjackson.com).

### **Job Duties & Responsibilities**

- Serve as the primary point of contact for an assigned portfolio of partners, providing regular communication, support, and meaningful ministry updates.
- Spend the majority of the workday on the phone, conducting outbound calls and actively engaging donors (approximately 100–150 outbound calls per week).
- Cultivate authentic relationships with donors and the ministry through thank-you calls, personalized emails, handwritten cards, and letters.
- Support post-event activities, including donor follow-up, gratitude outreach, and donor experience assessments.
- Maintain accurate and up-to-date records and activity logs within the CRM system.

- Participate in regular team meetings, planning sessions, and ministry events as needed.
- Engage actively in the congregational life of World Outreach Church.
- Perform additional tasks and responsibilities, as assigned by the supervisor.
- Responsibilities may be modified based on organizational needs, job requirements, and the employee's skills, at the discretion of the immediate supervisor.

## **Job Skills & Requirements**

- Bachelor's degree preferred, or equivalent experience in donor relations, nonprofit development, ministry, customer service, or sales
- Experience in an outbound call center and experience in a Christian ministry preferred but not required. Strong interpersonal, communication, and customer-engagement skills; able to speak warmly, authentically, and confidently, especially over the phone
- Demonstrates a personal and growing relationship with Jesus Christ, with deep alignment to the mission and values of World Outreach Church and Allen Jackson Ministries
- Approaches donor engagement as ministry, fostering encouragement and prayer
- Passionate about spreading the Gospel through media and discipleship
- Highly organized, detail-oriented, and able to work independently as a self-starter
- Strong writing ability; capable of producing clear and concise letters and reports
- Proficient with Microsoft Office Suite (including Excel and Outlook); computer savvy and able to learn new tools and donor management systems (e.g., Donor Direct)
- Excellent problem-solving skills, adaptability, and a collaborative, team-oriented approach

## **Terms**

Regular, Full-Time, Ministerial Exception

Monday–Friday, 8:00am–5:00pm (Occasional weekend assignments)