Webmaster & Technology Specialist
Position Description

Job Title Webmaster & Technology Specialist

Reports to President

Summary The Webmaster & Technology Specialist (WTS) has become a crucial position as AoR has become increasingly digital. The WTS provides leadership, general management and implementation of tehnology development, including budgeting and planning, designing, implementing management systems and development of key relationships. The WTS will ensure the functionality, security, and efficiency of web infrastructure while optimizing loading speeds, fixing issues, and updating website content and other tasks as directed by the President.

Authority The WTS has all authority necessary to complete his/her responsibilities, subject only to the limitations policies established by the Board of Directors or the President.

Flexibility Preference will be given to candidates willing to work a regular full-time schedule in our Billings, MT office. However, occasional remote working arrangements can be accommodated.

Ambassadors of Reconciliation, a non-profit organization, with three divisions: CrossLife Ministries, a counseling ministry; and Reconciliation Ministries, a training and equipping ministry and Reconciliation Services which includes the Institute for Christian Conciliation. Hereinafter, Ambassadors of Reconciliation shall be referred to as "AoR" and CrossLife Ministries shall be referred to as "CrossLife" and Institute for Christian Conciliation shall be referred to as "ICC."

Mission The mission of AoR is equipping Christians and their churches for living, proclaiming and cultivating lifestyles of reconciliation.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the WTS shall include, but are not limited to, the following:

Vision

Together with the President, develop a passion and vision for accomplishing the mission of AoR. Communicate that vision, primarily through AoR's website (aorhope.org) to staff and to people served by AoR including donors, reconcilers, clients, churches and other people who may potentially benefit from its ministry.

Management of AoR's Digital Infrastructure

Success in this role will be demonstrated by leading the development and implementation of strategic website structures and improvements to enhance internet traffic and customer engagement. The WTS will handle all website needs, such as troubleshooting technical errors, maintaining relevant content, and deploying visually appealing web designs. You are expected to adhere to AoR's style guide for effective virtual representation of the organization.

Key responsibilities include:

- Manage website updates and integration with databases and servers
- Utilizes SEO tools and implements organic search best practices
- Ensures compliance with ADA and privacy laws
- Administers website security and data protection
- Conducts web traffic analyses and evaluates website performance
- Defines content submission protocols
- Optimizes user experience as needed
- Manage our numerous digital platforms:
    - Wix
    - Hostmonster / Wordpress
    - Salesforce (see below)
    - Microsoft Office 365
        - Sharepoint & Onedrive
        - Teams
        - Email users & more
    - Vimeo
    - SurveyMonkey
    - Zoom
    - FaceBook
    - Twilio
    - Appy Pie / Apple Store / Google Play (for our mobile apps)

Management of AoR's Salesforce Infrastructure

The WTS will also play a vital role at AoR with Salesforce being central to our back office operations. We are looking for a proactive individual that can help us continually improve and enhance our Salesforce platform, gathering requirements and feedback and designing best practice solutions. Our Salesforce user experience is of great importance to us, therefore the WTS should enjoy all aspects of user management including support tickets, training, and designing solutions with user satisfaction a priority.

We are looking for someone with a strong understanding of the Salesforce platform and a desire to keep learning. The WTS should be comfortable liaising with AoR staff and enjoy learning new business processes in order to translate them into technical solutions.

Marketing Program

Assist the President in marketing activities for AoR. Marketing activities include web site design and management, mailings, personal visits, and other promotional activities.

Certification and Reconciliation

Complete and maintain all requirements by the Institute for Christian Conciliation (ICC) for certification as a Certified Christian Conciliator™. Serve as a reconciler in cases as appropriate, providing services in coaching, consulting, mediation, arbitration, and church conflict intervention. Provide reconciliation and consultation services consistent with AoR policies.

This may seem odd for a Webmaster & Technology Specialist, but we are a small team and we all wear a lot of hats. Our ability to be partitioners of reconciliation ministry equips us well for serving our clients and ministry partners with best-in-class technology solutions. This also enables us to contribute to a positive cashflow, which is crucial.

Intellectual Property

While under employment of AoR, the intellectual property of all written resources and all speaking developed by the person holding this position and related to AoR's mission shall belong to AoR, except as specifically negotiated otherwise by written agreement.

Planning

Develop and monitor funding plans and budgets that are based on a three-year Strategic Plan for Training. Establish goals and action steps to implement the Strategic Plan. Seek input and direction for overall planning and coordination from the President. Provide for tactical and strategic planning meetings with the President. Remain open to counsel, encouragement, and appropriate exhortation from the President in planning. Provide oral and written reports to the AoR Board of Directors as requested by the President.

Monitoring and Reporting

Working with the President and other AoR staff, develop and maintain technology solutions to ensure accurate and current records of all training and reconciler activities,

including customer and client records. Maintain records and prepare reports necessary for the President and AoR Board of Directors, donors, granting agencies, staff, government agencies, and other organizations that require reports. This may include the acquisition and maintenance of new software to better manage program records.

Consistent with the prepared budgets, monitor expenditures and income, and provide for proper approval of all program expenses. Coordinate with the President all planned expenses to work within current cash flow limitations.

Supervise Support Staff

As technology needs grow, the WTS will be expected to recruit, select, and train staff persons. Provide regular supervision, encouragement, and performance reviews. Document employee activities and accomplishments. Delegate tasks and review the work assigned. Together with the President, build team spirit within AoR. Provide for continuing education of all staff as appropriate.

Time Management

Actively manage own time, coordinating work and personal schedule. Report as required to the President.

Written Communications

Ascertain that all documents are professionally prepared, neat and error free, and grammatically correct. All communications (verbal and written) are to be consistent with the mission of AoR.

Continuing Education

Improve self with education through articles, books, seminars, webinars, etc. Seek out education that will specifically help the WTS in his work. Attend any education courses as directed by the President.

Confidentiality

Make certain that confidential business transactions and confidential information received and gathered connected with the work of AoR are held in the strictest confidence. Such confidential matters shall be discussed only with the appropriate AoR staff or board, donors, consultants or clients.

Staff Meetings

Attend staff meetings, AoR Board of Director meetings and staff retreats as requested by President.

Additional Responsibilities

In fulfilling his or her responsibilities, the Director of Training shall also perform the following functions:

1. Respond to inquiries regarding AoR's theological positions and reconciliation practices (1 Peter 3:15-16);
2. Pray with and present the gospel to people whom God providentially brings to AoR for assistance (1 Peter 3:15-16); and
3. Carry out any other tasks as directed by policy or the President.

POSITION QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Spiritual Maturity

Needs to exhibit extensive knowledge and experience in biblical applications. Demonstrates a commitment to spiritual practices and principles in daily life with a passion for biblical peacemaking, including the following:

- Maintaining in good standing membership of a Bible-believing church; and
- Regularly attending worship, Bible study and communion; and
- Practicing private confession and absolution as a penitent.

Demonstrates the highest level of integrity both personally and corporately, and lives a lifestyle consistent with the average expectations of AoR's Board of Directors, clients, customers, and donors (1 Timothy 4:16). Must completely endorse and be committed to biblical peacemaking and be able to counsel those in conflict; will be spiritually mature with an in-depth knowledge and experience in the application of biblical peacemaking principles to life experiences.

Education and/or Experience

- Minimum 2 years experience in:
  - front-end website development and hosting
  - Saleforce Admin
  - Wix website development
- Proven track record of handling successful projects
- Fluency in PHP, Javascript, HTML, XML, and other programming languages
- Proficient in SEO tools, google analytics, and related software
- Proficient in webmaster tools such as tag manager and google analytics
- Deep knowledge in metadata and speed optimization
- Creative, innovative, and maintains a positive work attitude
- Excellent communications skills
- Bachelor's degree in Computer Science, Information Technology, or related field

WTS must enroll as soon as possible in *Coaching People to Reconcile* and *Mediating People to Reconcile* (registration fee will be waived).

Other Skills and Abilities

Must exhibit strong organizational skills. Must have ability to prioritize wide variety of tasks and lead others in fast-paced work environment. Must have strong interpersonal skills. Must work together with other leaders to promote teamwork.

Accuracy and Attention to Detail

Must perform all work with high degree of accuracy and great attention to detail. Must be able to think clearly through processes while planning strategies, donor meetings, development events, projects, and arranging for training events.

Physical Demands

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to balance, stoop, kneel, or crouch; and taste or smell.

The employee must occasionally lift and/or move packages up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job in the office, the employee works in a professional office setting, which is usually a relatively safe environment and smoke-free. The noise level in this work environment is usually low to moderate.