



**Ambassadors
of
Reconciliation™**

Director of Reconciliation Services Position Description

Job Title Director of Reconciliation Services

Reports to President

Summary The Director of Reconciliation Services provides leadership, general management and implementation of marketing and development, including budgeting and planning, designing and implementing management systems, development of key relationships, basic conciliation, and other tasks as directed by the President.

Authority The Director 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 Director Reconciliation Services shall include, but are not limited to, the following:

Vision

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

Management Reconciliation Services

Manage the development, implementation, and maintenance of the services function, including the ICC. Services include coaching, mediation, arbitration, large and small group reconciliation assistance, and consulting. Answer and follow-up inquiries to secure reconciliation services. Contract for reconciliation services, and collect all fees, expenses and deposits. Sign all reconciliation agreements on behalf of AoR. Appoint qualified Christian Reconcilers to serve on cases, including AoR staff and contracted Reconcilers. Make all arrangements for reconciliation services, including site arrangements and travel as needed. Maintain accurate, up-to-date information on all reconciliation services provided, protecting confidential information.

Key responsibilities include:

- Maintain/improve Case Administration as a competitive differentiator of AoR/ICC
- Maintain Christian Legal Society as key partner with ICC
- Leverage AoR staff for conciliation work to maintain AoR positive cash flow
- Personally conduct sufficient conciliation and training assignments to maintain positive cash flow for ICC
- Manage an *ICC Rules Committee* to review and update the rules every three years

Be completely familiar with the ICC Rules of Procedure (hereinafter referred to as “Rules”) and model case forms, and contemporary reconciliation best practices. Ensure that all AoR staff work according to the Rules. Research new reconciliation procedures, resources, and training sources, and keep the President and all AoR staff informed about what is available. Implement new procedures that fall within the Director’s responsibilities.

Marketing Program

Assist the President in marketing activities for the services and resources of AoR. Identify potential customers and clients of AoR. Build relationships with existing and previous customers and clients of AoR. Contribute to the marketing plan focused to increase service to those customers and clients. Marketing activities include web site design and management, mailings, personal visits, and other promotional activities.

Development

Assist president in seeking gifts and grants from potential donors, potential granting agencies, existing and previous donors, existing and previous clients and customers, and previous granting agencies through written appeals and personal visits.

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.

Speaking and Teaching

Seek personal opportunities to speak and teach that are consistent with the mission and strategies of AoR. Participate in AoR training events including seminars, practicums, and custom training events.

Writing

Seek and manage opportunities to write and publish articles, books, web site information sites, booklets, Bible studies, and other communications that serve to fulfill the mission of AoR and to fulfill the responsibilities of the Director Reconciliation Services.

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 Reconciliation Services. 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 Administrative Assistant and Bookkeeper, develop and maintain accurate and current records of all training and reconciler activities, including customer and client records. Regularly review marketing and development goals to monitor progress in achieving outcomes. 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.

In reports to the President, demonstrate quarterly and annually how the program activities of Director of Reconciliation Ministries have resulted in increased net revenue (gross revenue less direct expenses) over the period prior to the employment of the Director. By the beginning of his third year of employment, demonstrate how the increasing net revenue generating activities of the Director exceed the total marketing and program expenses including the total compensation of the Director. Revenue sources include increases in donations, grants, training revenue, conciliation revenue, and resources.

Supervise Support Staff of ICC

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 Director in his/her 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 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 application.

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

Requires a four-year undergraduate degree in administration, marketing, development, or equivalent education in administration or management, marketing, or development, and a minimum of five years experience in managing organizations or divisions with a minimum of two employees and a minimum annual budget of \$100,000.00. Strong preference will be given to candidates with a J.D. from accredited law school with at least three years experience. Must have proven experience in marketing or persuading others to make major financial or change-in-lifestyle commitments. Requires education and proven experience as a Christian reconciler. Requires education and proven experience as a speaker/instructor. Must have proven communication skills (e.g., public speaking, writing, face-to-face, etc), and must have people management skills and experience, including recruiting, hiring, and training.

Needs to have and maintain a current US passport or be able and willing to secure one.

Communications Skills

Must have ability to draft letters, contracts, and other written documents without outside direction or help. Demonstrates ability effectively to write articles and training materials. Demonstrates ability to speak clearly on the phone and in person in English. Must have proven ability to develop and present effective public speeches. Must be able to hear people speak and understand them. Demonstrates ability to listen empathetically. Must also be able to assist people with problems by offering other alternatives when our ministry cannot appropriately assist them.

Persuasion Skills

Must be persuasive in encouraging people to follow biblical principles. Must also be persuasive in marketing major programs and projects to clients, donors, granting agencies, and staff.

Mathematical and Accounting Skills

Must have ability to calculate figures and amounts such as percentages, interest, wholesale discounts, and retail mark-ups. Must have ability to develop reports that provide results and summaries. Must be able to develop budgets in revenue and expense areas, must be able to manage assets and liabilities, and must be able to read and understand basic financial reports. Must be able to understand basic accounting and estimate costs for major proposals to clients and donors.

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. Must be able to use word processor and be familiar with utilizing MS Word, Windows, spreadsheet, data base software, and PowerPoint programs. Must be able to operate other office equipment including but not limited to copier, postage machine, and computer printers and scanning equipment.

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.

This position will require extensive travel, primarily within the USA and Canada, but some overseas travel may also be necessary. The Director of Reconciliation Services may need to travel as much as 100 to 150 days per year.

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.

The work environment while traveling varies considerably depending on the people being served and the specific environment involved. While in the US or other developed country, the employee works in a professional setting, which is usually a relatively safe environment. However, travel by car, air, or other public transportation may present a low to moderate risk in the United States and Canada, and a moderate to medium high risk when traveling to other countries.

While working in less developed countries, the work environment may be less professional than the United States, such as lack of climate controls or continuously working utilities. The risk of travel to, from and within such countries, as well as the working environment within such areas, is moderate to medium high to high, depending on world conditions. As much as possible, the employee is encouraged to avoid situations that are high risk.