



## Job Responsibilities

### Senior Dawah Associate

The Senior Dawah Associate is expected to be positive thinking, confident and committed and will work with our existing team of passionate and motivated individuals working in the field of Dawah/Outreach.

The individual will be trust-worthy and reliable and will possess high standards of ethical and Islamic principles. The Senior Associate will demonstrate **strong customer focus** in their daily activities with both Muslims and non-Muslims. He/she will be a strong team player, while also being able to work independently. The successful candidate will demonstrate strong organizational skills, be highly efficient in multi-tasking different activities, and be able to manage ones' time to achieve deliverables.

The duties and responsibilities of the position are as follows:

#### *General Dawah Coordination (60%)*

##### *Duties:*

- To coordinate and schedule meetings, workshops, dawah booths, take notes/action-items and delegate/follow-up with employees and volunteers
- To assist and/or take the lead with event planning and management activities (Scheduling, Logistics, Arrangements, Decoration, etc.)
- To manage utilization of organizational products, and services according to guidelines. To train and mentor others on standards/processes
- To research products (pricing/quality) and negotiate with vendors
- To manage and support logistics for events such as WhyIslam Banquet and ICNA-NJ programs such as 6 Flags, Quiz, etc
- To manage email marketing/newsletters for dawah and fundraising
- Provide customer support on 1-877-363-ICNA line regarding order inquiries and general ICNA queries

##### *Responsibilities:*

- Keep customer and organizational information confidential and safeguard privacy
- IT Savvy, computer literate, comfortable using MS Word and MS Excel
- Ability to learn and use new and existing computer software programs. Ability to continuously learn and improve processes and work tasks. Ability to track & maintain inventory and assist in book-keeping

#### *Volunteer Management (20%)*

- Delegate assignments to pool of nation-wide teams, team-leads, volunteers, track and follow-up on assignments and tasks
- Work with various Islamic centers, organizations in Tri-State area to recruit new volunteers and nurture their ability to work within various WhyIslam Departments

#### *Revert Follow Up (20%)*

- Provide Revert Follow Up support services such as recruiting volunteers for mentoring of reverts

#### *Hotline (optional)*

- Provide highly professional and customer-focused information and dawah services to address the needs of non-Muslims on 877-WhyIslam hotline during daytime Monday to Friday 9am to 5pm

**Note – This is a full-time position (40 hours per week) requiring on-site presence 5 days a week (4 days M-F, and Sat) at the 877-WHY-ISLAM Center 1320, Hamilton St. Somerset NJ 08873. Interested candidates should apply to [jobs@whyislam.org](mailto:jobs@whyislam.org)**

