

## **The Friends of Israel Gospel Ministry, Inc.**

### **Position Description**

Position: Ministry Services Representative

Reports to: Ministry Services Manager

#### Purpose of the Position:

To process all donations and purchases in a helpful, timely and organized manner

#### Position Qualifications:

- Previous ministry or office experience preferred but not required.
- Competency in both G-Suites and Microsoft.
- Able to learn internal web based computer programs.
- Dedicated Christian who demonstrates an understanding and support of FOI's mission, philosophy, ministry, beliefs, and policies.
- Good interpersonal skills with fellow employees.
- Able to work in a group environment.

#### Position Responsibilities:

- Receive product orders & donations over the phone.
- Answer questions about our products and ministry.
- Process donations and orders from our website and via mail.
- Process daily electronic deposits.
- Respond to customer service email inquiries.
- Filter information to the correct departments after processing through our database.
- Cover receptionist responsibilities– receiving of multiple calls and transferring to correct departments.

#### Other:

- Any other duties as directed by the Ministry Services Manager

#### Training and Personal Development:

- The ministry services representative will receive training in the Studio Enterprise software program. Other training will be provided as needed.