

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

### **Position Description**

Position: Customer Service Representative  
Reports to: Customer Service Manager

#### **Purpose of the Position:**

To process all donations and purchases over the phone and by mail in a helpful, timely and organized manner.

#### **Position Qualifications:**

- Previous ministry or office experience is preferred but not required.
- Competency in both Microsoft and Google.
- Able to learn internal 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:**

- Take product orders & donations over the phone.
- Answer questions about our products and ministry.
- Process donations and orders through our website.
- Sort and scan all checks and credit orders arriving through the mail.
- Filter information to the correct departments after processing through our database.
- Cover receptionist responsibilities– receiving multiple calls and transferring to correct departments.
- Any other duties as directed by the Customer Service Manager

#### **Training and Personal Development:**

The customer service representative will receive training on the Donor software program.

#### **Location:**

This position is located on-site at the headquarters of The Friends of Israel Gospel Ministry, located in Bellmawr, NJ.