

GRACE COMMUNION INTERNATIONAL

JOB DESCRIPTION

JOB TITLE: Member and Donor Service Representative/Data Entry Clerk

DEPARTMENT: Accounting

REPORTS TO: Accounting Manager

SUMMARY: Provides members and donors courteous, efficient service in person and electronically (phone, email, instant messenger.) Handles and processes confidential donations and correspondence with care and accuracy. Is knowledgeable and supportive of employer vision and mission.

DUTIES AND RESPONSIBILITIES:

- Organizes received data and source documents; identifies data to be entered.
- Interfaces with appropriate staff to resolve questions, inconsistencies, or missing data.
- Enters data in donor system following established guidelines and procedures.
- Proofs data entered against source documents; makes necessary corrections.
- Organizes and records work completed.
- Receives and reviews error reports on a regular basis; makes corrections as needed.
- Follows established guidelines or staff requirements to appropriately handle source documents; files, distributes, or returns source documents after entry.
- Provides account information to donors including but not limited to donations, receipts, stop payments, and refunds.
- Accurately completes settlements on a daily basis.
- Performs maintenance, placement/removal of holds, and changes for all account types.
- Provides timely resolution of donor complaints, concerns, and inquiries.
- Builds effective relationships and trust with members, donors, and new contacts by listening to their needs and educating them about Grace Communion International.
- Comfortable praying with callers as needed.
- Familiar with GCI resources and events but will refer questions to others who are more knowledgeable as the need arises.
- Processes donor transactions including but not limited to cash, checks, money orders, travelers' checks, credit cards; ensures all necessary information is in place prior to completing transaction.
- Maintains membership records for home office and local congregations.
- Prepares reports and correspondence as needed.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Membership in a GCI church is required, any exceptions must be Board approved.
- Associate degree in Accounting or related field, Bachelor's degree preferred.
- One to two years related experience or equivalent.
- Excellent personal service skills.
- Accurately keystrokes a minimum of 65 wpm.

- Excellent verbal and written communication skills.
- Proficient with Microsoft Office and Advanced Solutions iMIS.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Ability to understand and follow written and verbal instructions.
- Professional appearance and demeanor.
- Ability to perform diversified clerical functions and basic accounting procedures.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Bilingual skills a plus.
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

COMPETENCIES:

- **Judgment**--Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Quality**--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity**--Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality**--Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand, sit, and walk.
- Frequently required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- Frequently utilize visual acuity to operate equipment, read technical information, and/or use a keyboard.
- Part-time, non-exempt position.
- Salary: \$18-\$20 per hour, maximum 27 hours per week.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.