

GRACE COMMUNION INTERNATIONAL

JOB DESCRIPTION

JOB TITLE: Member Service Representative/Accounts Receivable Clerk

DEPARTMENT: Accounting

REPORTS TO: Accounting Manager

SUMMARY: Provides members and donors courteous, efficient service in person and electronically. Processes confidential donations, correspondence, and receivables with care and accuracy. 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 personnel to resolve questions, inconsistencies, or missing data.
- Enters data in donor and accounting systems following established guidelines and procedures.
- Proofs data entered against source documents; make necessary corrections.
- Organizes and records work completed.
- Provides timely resolution of donor concerns and inquiries, including donations, receipts, stop payments, and refunds.
- Prepares settlements and deposits in a timely manner; reviews for accuracy.
- Performs accounts receivable activity by preparing invoices, applying payments, and monitoring aging.
- Prepares weekly and monthly reports for management and donors.
- Builds effective relationships and trust with members, donors, and new contacts.
- Comfortable praying with callers as needed.
- Familiar with GCI resources and events.
- Processes donor transactions including cash, checks, money orders and credit cards.
- Maintains membership records.
- Prepares mailings and correspondence as needed.
- Performs special projects and 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 work equivalent
- Excellent verbal and written communication skills.
- Proficient with Microsoft Office, experienced with accounting and/or membership software.
- 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.
- Ability to understand and follow written and verbal instructions.
- Professional appearance and demeanor.

- Ability to perform diverse clerical functions and basic accounting procedures.
- Ability to effectively communicate.
- Bilingual skills a plus.
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within a changing work environment.

COMPETENCIES:

- **Customer Service**--Manages challenging customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Quality**--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Adjusts approach or method to best fit the situation.

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.
- Full-time, non-exempt position.
- Salary: \$23-\$26 per hour, 40 hours per week, plus benefits.

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.