

Title: Gift Processing Associate
Department: Operations
Reports to: Director of Operations
Oversees: n/a

Words of Hope exists to proclaim Jesus Christ as the world's only Savior. We encourage, empower, and equip indigenous Christian leaders and churches as they proclaim Christ using media in the heart languages of people. We minister in 11 fields and in over 50 languages, primarily in the 10-40 window from West Africa, across the Middle East, to South Asia and Indonesia.

The **Gift Processing Associate** propels this mission by managing the processing of gifts and gift receipts. The **GPA** works with the Communication Director, Director of Operations, and other staff using his or her unique gifts to advance the mission of Words of Hope.

QUALIFICATIONS

- Deep personal faith characterized by Christian practices and public witness
- Passion for reaching the unreached peoples of the world with the gospel
- Worldview that is reformed in theological rootedness and evangelical in witness
- Education and/or experience in clerical or administrative functions
- Strong interpersonal, attention to detail, communication, data entry, and customer service skills
- Experience with Salesforce or other database strongly preferred
- Intermediate skill with Apple suite or Microsoft office/excel
- Associate's or Bachelor's degree preferred

RESPONSIBILITIES

1. Processing Mail and Receipting Gifts
 - Maintain donor and subscription records in Salesforce
 - Add in information about online gifts as needed
 - Balance batches of Canadian dollar donations
 - Convert temporary contacts into accounts
 - Manage the thanking and receipting process for donations
 - Send out year-end receipts as needed
 - Stamp signatures as needed
 - Send memorial acknowledgement letters to family
 - Sort auto-generated receipts and edit as needed before printing
 - File donor envelopes for annual audit
 - Collect e-receipts in an online folder
 - Provide the Director of Operations with the daily check gifts for remote deposit
 - Deposit cash gifts in the bank
 - Pick up mail at the Post Office and distribute to appropriate staff members
 - Sort, stamp, tally mail with gifts
 - Enter devotional subscriptions if they come with a gift
 - Maintain monthly donors as needed (ie. entering/re-entering info on the backend of Click and Pledge and Salesforce)
 - Enter new PIO members into Mailchimp email list
 - Track cc information in order to pre-emptively contact for renewal when expiration is near

- Utilize series of templates and scripts to maintain giving when credit cards bounce or someone calls to cancel

2. Other Duties

- Answer phones and respond to walk in visitors as needed
- Increase professional skill and knowledge (E.g. by attending workshops, reviewing publications, and/or building a professional network)
- Participate in some staff meetings and other staff events

RELATIONSHIPS

- The Administrative Associate reports to the Director of Operations

WORK REQUIREMENTS

This is a part-time position flexibly scheduled for 15 to 20 hours per week in our office between the hours of 8:00am to 4:00pm. The position will include standing, walking, sitting, carrying up to twenty pounds, and using stairs. A driver's license and the use of a personal car for local errands are necessary.

Term of employment: At-will employee paid hourly

Disclaimer

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of this position might differ from those outlined here. Other duties, as assigned, might be part of this job.

To apply send cover letter, resume, transcripts, and 3 professional references to Daniel Harris at daniel.harris@woh.org