

STONECROFT MINISTRIES

Job Title: Ministry Support Representative

Department: Ministry Support

Brief Description of Position: The main focus of this full-time position is to accurately and proficiently provide volunteers and customers with outstanding customer service through verbal and written correspondence, order entry, and leadership changes. Located in home office.

Reports To: Ministry Support Supervisor

Essential Duties and Responsibilities:

- Receive and respond to calls related to product sales and ministry support
- Process and enter orders received over the phone, email, and web store
- Process Volunteer leadership additions and changes
- Monitor and respond to volunteer and customer email
- Process group status changes
- Create and maintain spreadsheet reports as needed
- Follow the policies and procedures stated in the Stonecroft Ministries Staff Handbook
- Perform all other duties assigned by supervisor.

Qualifications:

- A personal and growing relationship with the Lord Jesus Christ which is naturally communicated through word and actions.
- Excellent communication skills—both verbal and written
- Ability to multi-task and handle frequent interruptions
- Detail oriented
- Intermediate knowledge of Microsoft Word and Excel
- Ability to quickly learn new computer applications
- Good mathematical skills

Physical Demands:

- Must be able to communicate clearly with people by telephone and e-mail
- Moves from desk area to copy machine and printer
- Sits for long periods of time while operating computer and answering the phone