

POSITION DESCRIPTION

Position Title: Administrative Associate – Finance & Resource Fulfillment

Part-time: 24 hours per week

Benefits: Per Personnel Policies for Part-Time Employees including a contribution in lieu of healthcare plan, vacation days, holidays, and sick days.

Position Objective

Successfully implement support services specifically in the areas of financial operations and product fulfillment.

Areas of Accountability

- Provide administrative support including acting as a receptionist responding to customer phone calls, mail, and emails.
- Provide financial operational functions.
- Administer the fulfillment of inquires and sales of FaithTrust Institute's educational DVDs and print products.

Key Deliverables

Organizational Administration and Finance Support

- Professionally represent the organization by greeting visitors and constituents, as well as providing information and dealing effectively with internal and external contacts using discreet judgment and poise.
- Provide effective daily administrative support including composing and processing correspondence; responding to mail, email (including the Development Mailbox and the Orders Mailbox) and phone calls promptly.
- Provide effective daily financial and bookkeeping support, including posting invoices, deposits, preparing check requests and printing checks.
- Maintain orderly financial files with prompt filing of records/backup.
- Process training and educational materials sales payments as well as donations.
- Send receipts and /or thank-you letters to customers and donors in a timely manner.

Fulfillment of inquires and sales of Educational Resources

- Respond to customer inquiries and product sales by administering fulfillment activities to provide a high quality and thorough customer service experience.
- Track inventory, including ordering, stocking and reporting.
- Promptly and accurately, respond to customer requests by returning inquiries and executing order fulfillment & shipping functions.
- Ensure accurate client record information, data and reporting.
- Track and maintain supply of packing materials for shipping and freight.
- Coordinate mailings with freight vendors. Maintain positive relationship with vendors.

Reports to Executive Director

Position Qualifications

- Associate's Degree or equivalent
- One-two years of marketing, customer service and/or sales experience.
- Proficiency in QuickBooks required.
- Ability and aptitude with Word, Excel, and Outlook
- Exceptional written and oral communication skills. Excellent phone manner.
- Strong aptitude and quick learner in basic web and database transaction processing. (Familiarity with **Salesforce.com** a plus).
- Ability to lift, move and carry 40 pounds without assistance.
- Excellent organizational skills with strong attention to detail
- Ability to handle multiple tasks simultaneously.
- Ability to work independently.
- Demonstrated ability to work with individuals of diverse social, economic, and cultural backgrounds.
- Experience working in a multicultural, multifaith setting. Preferred experience working with religious organizations and knowledge of sexual and domestic violence issues.