



THE INTERNATIONAL BIBLE SOCIETY

## POSITION DESCRIPTION

### Advancement Coordinator - Operations

For more than 200 years, Biblica has helped people beyond the reach of God's Word discover the love of Jesus Christ. As we push into our third century, we continue to produce relevant and reliable Scripture translations and resources that minister to people on the margins of the Gospel—the unreached, unengaged, unseen, and unwanted. Our Mission is clear: to provide the Bible in accurate, contemporary translations and formats so that more people around the world will have the opportunity to be transformed by Jesus Christ. The Bible is at the heart of Biblica's mission. We are captivated, challenged, and inspired by this extraordinary collection of books. We believe the Bible is God's truth and God's story. In everything we do, we seek to honor Christ and the everlasting Word of God. By joining the Biblica team, you'll have the opportunity to serve in a ministry that is advancing God's Kingdom to the ends of the earth. We desire to serve God by bringing our gifts, talents, and experiences together to make a difference around the world, living out the Great Commission.

#### Purpose

The Advancement Coordinator – Operations (ACO) reports directly to Director, Stewardship & Operations (DSO) and provide project management and administrative support to the Advancement Team. The ACO has a primary responsibility to project manage multiple Advancement and mass-market fundraising projects essential for maintaining everyday operations. Biblica's main CRM is Salesforce and the ACO's role is critical in troubleshooting issues, supporting user's experience and meeting Advancement Team's needs.

#### Scope

The ACO position helps to maintain smooth office workflow operations, assists in daily database tasks, manages the Salesforce helpdesk ticket system for both the database and donor portal (going live in January 2021), and other administrative duties for the Major Gift team.

#### Responsibilities

- Administrative tasks and duties directly relating to Salesforce including data input, cash batch approvals, report generation, activity tracking, coding, and account maintenance.
- Manages the pipeline of support tickets submitted to the Salesforce helpdesk for the database and donor portal; provides excellent customer service, ensures timely responses, proactively troubleshoots issues with other internal team(s) and/or consultant(s).
- Supports the Major Gift team with Salesforce entries & reporting as well as prospecting to warm up leads, gather additional donor information and schedule visits.
- Project manage mass market fundraising project review process and file maintenance.

#### Reporting Relationship

The ACO reports to the Director of Stewardship and Operations.



## Requirements

- Excellent customer service skills and ability to work with a variety of constituencies both internally and externally.
- Maintain Customer Relationship Management (CRM) contact data records, looking for continuous improvement to increase the functionality and accuracy of the data held within it to meet ministry requirements.
- She/he must have excellent written and verbal communication skills, professional with strong decision-making ability and attention to detail. Ability to clearly communicate with international staff.
- Provide support and CRM training to staff on an ongoing basis to best utilize the system, along with troubleshooting user issues and interfacing with support as required.
- Talent for developing strong working relationships with both internal and external constituencies. The ability to be proactive when practices, procedures, and systems must change by learning, adapting, and becoming a training resource.
- Ability to maintain strict confidentiality which requires discretion and diplomacy.
- Detail oriented – seeks to develop and maintain a thorough knowledge of business activities.
- Good judgment and ability to work with minimal supervision within a remote team.
- Proven ability to prioritize, work independently, meet multiple tight deadlines.
- Must be a team player with a calm and flexible approach to handling pressure and stress while adapting to the needs of the team and project.
- Results-orientated: ability to handle multiple, time-sensitive projects while focusing on the quality of work delivered.
- Reasoning Skills - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## Qualification and Competencies

- Strong personal commitment to Christ and Biblica's Purpose, Mission Statement, Statement of Faith, Christian Community Policy.
- High School diploma required; Bachelor's degree strongly preferred.
- 1-3 years of CRM experience is required. Salesforce experience preferred.
- Advanced MS Office proficiency in MS Outlook, Word, Excel and PowerPoint required. To be successful in this role, must have advanced Excel and comfort utilizing multiple applications.
- Ability to drive and monitor project timelines and provide regular updates and communication with staff, consultants and external constituents.
- Ability to manage and prioritize workload in a self-sufficient manner.
- Experience or interest in non-profit fundraising.
- A team player that is proactive and flexible.



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## **Benefits**

Biblica is dedicated to providing a comprehensive and competitive benefits package designed to meet the evolving needs of our employees. Come join a dedicated and purpose driven team that cares about your spiritual and professional growth! We offer quality healthcare coverage, including medical, dental, life, as well as a generous paid-time-off program and a retirement fund with employer contribution. Biblica regularly hosts prayer groups and related services to enhance our employee's wellbeing and spiritual health.

## **How to Apply**

Interested candidates are encouraged to apply by following these instructions: please email your Resume and Cover Letter to [us.humanresources@biblica.com](mailto:us.humanresources@biblica.com). In the subject line, please include the job title you are applying for and your full name. In the email, please add in 100 words or less why you believe you are a good fit at Biblica! Feel free to be creative as this is not meant to be a traditional cover letter. We look forward to hearing from you and thank you in advance for your interest in Biblica.

*The above job description is intended to describe the general nature and level of work being performed by staff assigned to this position. It is not intended to be all-inclusive as other duties as assigned are to be completed.*