



Operations Coordinator

Reports to: Director of Finance

Status: Full Time

Incumbent: TBD

FLSA Classification: Exempt

Division: Finance, Technology & Operations

Date: 9/6/2022

The Operations Coordinator manages audience and donor customer service. In addition, they will process incoming donations and fulfillment of products across the various brands.

SUPERVISORY RESPONSIBILITIES

- None.

DUTIES/RESPONSIBILITIES

- Manage incoming audience and donor communication (mail, email, web comments, social messages, contact forms, feedback, testimonials, etc.) in a timely manner, including responding to emails and phone calls, improving the communication system, and adopting the unique voice and perspective of each of the brands.
- Identify areas of opportunity for customer communication while seeking to improve the speed and effectiveness of the process.
- Gain insights to uncommon audience questions from brand managers or content creators, and relay those answers to the audience.
- Process and record incoming donations (check, cash credit, stock) into the donation platform.
- Process donor requests for physical products by entering into fulfillment systems or shipping directly.
- Assist with management of physical inventory.
- Manage ongoing donor acknowledgements, thank you letters, and year-end receipts.
- Manage and execute projects and tasks within the Finance, Technology and Operations division as assigned by the COO or Director of Finance.
- All other duties as assigned.

REQUIRED SKILLS/ABILITIES

- Excellent verbal and written communication, organization, detail orientation, and problem solving skills.
- Proficient with Google and Microsoft Office Suite specifically Excel.
- Excellent time management skills with a proven ability to meet deadlines.
- Work well with others and quickly learn new software tools such as donor, website, social, and email applications.
- Must live in the Dallas Metroplex area

EDUCATION

- No specific degree requirements.

BENEFITS

- Work Remote Flexible
- Employer provided Health Insurance
- Employer provided Dental and Vision Insurance
- 403b Retirement and Employer Match
- Generous Paid Time Off
- Paid Holidays

Denison Ministries Job Description Acknowledgement

I have read and understand this Job Description. I acknowledge and agree this Job Description does not create an employment contract, nor does it modify my at-will employment status, with Denison Ministries. I agree to perform the job duties and responsibilities set forth in this Job Description. I understand and agree that this Job Description may be modified from time-to-time by Denison Ministries.

Printed Name _____

Signature _____

Date _____

The purpose of this job description is to describe the basic function, major responsibilities and tasks of the job so the employee can be aware and understand what is expected of them. The job description also provides information useful for recruiting, training and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of the employee.