

LUTHERANS FOR LIFE POSITION DESCRIPTION

TITLE: Office Clerk

POSITION SUMMARY

This position is responsible for answering phones, opening mail, processing donations, and doing general computer work. In addition, this position is responsible for general administrative support as needed by other staff. This position reports to the Executive Director of Finance and Operations.

ESSENTIAL CORE VALUES

1. Express a zeal and passion for dealing with the life issues that flows from the love of Jesus Christ
2. A servant's heart based in the servanthood of Jesus Christ.
3. A member in good standing of a Lutheran congregation.
4. A commitment to the Biblical view of marriage and family (As instituted in Genesis 2:24).
5. A commitment to the Mission, Message, and Manner of Lutherans For Life as well as all position statements as listed on the Lutherans For Life website.

ESSENTIAL FUNCTIONS

1. General office work
 - Answer phone calls: answer questions directly where possible, transfer calls to the appropriate person, or communicate messages when the question can't be answered immediately; process caller requests as needed.
 - Process mail: Open, categorize, and distribute mail – forward to remote workers.
2. Development
 - Process incoming checks, credit-card gifts, and online donations.
 - Enter new data into DonorPerfect for mailing lists.
 - Enter donor address changes.
 - Respond to requests on reply cards.
 - Create and process quarterly State Federation and Chapter Activity and Summary reports
 - Print and mail Sponsor letters, appeal letters, and other items as required
3. General clerical duties
 - Read and respond to or forward all info emails
 - Send any requested materials, such as fulfilling reply device requests and shipping material requests for staff and callers, etc.
 - Print and mail bi-monthly *Directions* newsletters.
 - Maintain inventory of Owen's Mission packets and DVDs, printing and collating more as needed.
 - Print supplies needed for annual regional conferences/national conference. Attend conference as needed, helping other staff in management of conference.
 - Recognize and input new CPH customers into Donor Perfect database monthly.
 - Print, collate, maintain inventory, and process orders for Life Team Tool Kits

- Oversee bulk LifeDate order fulfillment and carry out shipping process
- Maintain inventory of printed informational materials for onsite and remote staff use
- Maintain inventory of printer supplies, paper, envelopes, etc., and arrange for order/delivery

MARGINAL FUNCTIONS

1. Assist with gathering Speaker's Bureau information
2. Assist with printing, mailings, labels, and other correspondence as needed.
3. Assist Executive Director of Finance and Operations and other staff members as needed.
4. Assist other staff in cleaning office

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Microsoft Office Applications: Word, Excel, PowerPoint, Outlook

Web browsers

General computer use

Skilled in:

Handling multiple tasks simultaneously

Prioritizing

Organizing

Critical thinking

Time management

Able to:

Communicate effectively and efficiently with staff, volunteers, Chapter leaders, Frontline volunteers, State Presidents, Pastors, etc., through written and verbal means.

Adapt quickly as situations arise and/or change.

Learn DonorPerfect Online software (training provided in-house).

Education/experience:

Associate degree or higher in business administration or related field preferred

Two years office management experience.

A different combination of education and experience is acceptable.

This position is paid hourly with an anticipated average of 30 hours per week.