



ABOUT THE EMPLOYER

TEAM - The Evangelical Alliance Mission is a global ministry organization founded in 1890 that partners with churches to equip and send global servants who make disciples of Jesus Christ among the nations, leading to the formation of reproducing churches, going where the most people have the most need. We envision the church transforming our world, proclaiming the Gospel in both word and action.

To accomplish this purpose, we subject our lives to the truth of Scripture and we rely on God through prayer. God provides what is necessary to carry out His plan to build His Church among the nations. While only God can save, we speak His words, use His gifts, and reflect His love. Without constant reliance on God through prayer and obedience to His Word, we can do none of these things.

TEAM is both an equal opportunity employer and a faith-based religious organization. We conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of TEAM as an Equal Opportunity Employer does not prevent the organization from hiring personnel based on their religious beliefs so that all personnel shares the same religious commitment. Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. [§] 2000e[-]1(a)), TEAM has the right to and does, hire only candidates who wholeheartedly and without reservation agree with [TEAM's Statement of Faith](#).

ABOUT YOU

Every candidate should be a believer in the Lord Jesus Christ who is in fellowship with a bible-believing church and **wants to make a difference through involvement in world missions**. This individual must personally embrace the [purpose, vision, beliefs, and values of TEAM](#). Must be humble enough to embrace tasks both glorious and fun as well as those that are mundane and not glorious.

TEAM STAFF COMPETENCIES

Interpersonal Skills

- Treats others appropriately with sensitivity and respect
- Resolves differences effectively and graciously
- Contributes to team cooperation among workgroups

Communication

- Listens actively and asks for clarification as needed
- Expresses thoughts clearly in speaking and writing
- Selects the medium, forum, and manner appropriate for the setting and culture

Adaptability

- Flexible with differing work styles and culture
- Receptive to new or additional assignments
- Responds constructively to changing conditions and setbacks

Servanthood

- Shows a commitment to serve for the good of others
- Ensures that actions meet the needs of the work context

Decision-making

- Considers differing points of view and seeks input
- Able to analyze facts, solve problems and make decisions
- Demonstrates prayerful discernment and good judgment

Task Management

- Demonstrates mastery of fundamentals required
- Takes Initiative that leads to effective results
- Plans and prioritizes workload for timely completion

Continual Learning

- Assesses and recognizes own strengths and weaknesses
- Maintains a growth plan and pursues self-development
- Regularly meets with a growth partner for encouragement



JOB DESCRIPTION

Job Title:	Constituent Services Specialist	Revised Date:	August 2021
Reports to:	Constituent Services Manager	Department:	Constituent Services
Work Location:	Maryville, TN - Office	Job Classification:	Full Time; Hourly

JOB QUALIFICATIONS:

- Spiritually mature with a growing relationship with Jesus Christ
- Working knowledge and experience with nonprofit finance and donor contributions
- Excellent computer skills and a friendly, easy relationship with technology; experience working with Google G-Suite applications
- 2+ years of prior customer service experience required
- Minimum of high school graduate/GED or equivalent (Associate's degree or higher preferred)
- Excellent verbal and written communication skills
- Must thrive in fast-paced work environments and excel at customer service
- Able to easily maintain confidentiality and prudence in communication
- Detail-oriented and accurate, yet outgoing and personable
- Able to demonstrate an attitude of love, compassion, and respect to the employees, missionaries, and partner organizations that we serve
- Comfortable learning and using new software; Experience working with Google G-Suite applications, Salesforce, Zendesk, and/or Classy experience a plus

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The following abilities are required for the position:

- Work at a desk in an office or home-office setting; Sit at an office desk or in a meeting room for extended periods of time
- Work for extended periods of time at a computer, requiring the ability to send and receive information with necessary optical, auditory, and manual dexterity (fax machine, copier, scanner, etc.)
- Use a keyboard and mouse to enter, retrieve or transfer words or data information and/or move from screen to screen on the computer to view information
- Strong written and verbal communication and interpersonal skills; comprehend and speak English.
- Display the reading skills necessary to proofread written material
- Perform basic mathematical calculations

JOB OVERVIEW:

The *Constituent Services Specialist* is responsible for providing high-level customer service and stewardship to our donors and supporters. This position works to build and nurture mutually beneficial relationships with current and potential donors by responding to donor inquiries in writing, on the phone, by email, as well as assist in online contributions. The *Constituent Services Specialist* is critical for organizing and maintaining key elements of donor services and streamlining our processes, serving as an advanced-level resource for questions and issues related to giving.

KEY RESPONSIBILITIES:¹

- Processes daily data files of donations, reconciles reports, sort and open mail.
- Import electronic gift data from online donation platform to constituent CRM, using Salesforce.
- Maintain the integrity and quality of Constituent Data in TEAM's programs of record and giving (Salesforce and Classy)
- Provide high-level customer service and stewardship to our donors and supporters
- Research and effectively respond to donor inquiries received via telephone, voicemail, or through TEAM's ticketing system
- Work collaboratively with other departments to help solve issues and answer inquiries submitted by donors
- Develop skills to utilize technology for maintaining and updating donor information as appropriate; Maintain data integrity through daily dashboard reviews and account cleanup
- Be sensitive to donor's needs and pray with them when appropriate
- Review and proactively correct or respond to issues related to recurring donor transactions
- Utilize email and printed mail to enhance donor communication as appropriate
- Assist donors with online contribution questions and/or issues and help navigate the online giving area of TEAM's website
- Proactively recognize areas to improve how TEAM serves donors and raise those ideas to the supervisor
- Recognize and respond to opportunities for unrestricted giving from a donor and actively promote the global outreach fund when appropriate
- Attend and participate in staff devotional and prayer meetings when available
- Keep informed of organizational announcements, activities, and changes via a regular reading of the TEAM corporate communication tools

¹ Disclaimer: The information in this job description indicates the general nature and level of work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this job. While employed in this position, an employee may be required to perform other assignments not listed in the job description.

Applications for employment are available online at <https://team.org/about-us/staff-opportunities>. Inquiries may be made to:

TEAM - The Evangelical Alliance Mission | PO BOX 969, Wheaton, IL 60187

Human Resources Department | Human.Resources@TEAM.org