

**Ebenezer Baptist Church**  
**Member Services and Financial Data Associate**

**Reports to**  
Executive Pastor

**Date**  
9/17/21

**Job Description**  
Member Services Associate and Financial Data Associate

**Summary/Objective**

The Member Services Associate and Financial Data Associate records all financial giving to the Church and helps maintain the financial giving records, serves as the church's receptionist, provides operational support to the church ministries, and supports the new member process.

**Essential Functions**

- **Maintain Ebenezer's financial giving records in CCB.**
  - Enter all financial contributions into CCB
  - Enter membership type data for all financial contributions coming to the Church
  - Provide membership giving receipts and reports, when requested
  - Provide quarterly and annual donation statements for all members both electronically and USPS
  - Ensure that all members have a Membership #
  - Assist with the proper coding and segmentation of individual members and others in the CCB database including the moving of people to different categories of membership type, when needed
- **Serve as the Church's Receptionist**
  - Answering the main Ebenezer phone line. She will then transfer calls to the appropriate person or take a message and ensure that it gets relayed to the correct person
  - Welcome visitors to the Ebenezer offices and direct them to the appropriate person,
  - Ensure that our staff kitchen and third floor meeting space is appropriately set-up with coffee, tea, and other items to project a hospitable and welcoming setting
  - Sort and distribute mail which includes discarding junk mail and maintaining staff and volunteer mailboxes
  - Prepare outgoing mail for pickup by the postal service or overnight courier
- **Provide operational support for the Church's ministries.**
  - Provide back-end management that require virtual, on-line engagement e.g., Zoom and other virtual platforms. This includes recruiting, training, and coordinating volunteers who can also assist in these duties
  - Coordinate digital registration for Sunday worship, Church Conference. Leaders Retreat, and other all Church gatherings, as needed
  - Provide administrative support for the Ministries Council, Ministries Council Strategy Team, CCB Super Users, Zoom super users, and other Church ministries
  - Provide lay leaders with necessary forms related to ministries and shepherding them through various internal processes
- **Support the ongoing development and implementation of the New Member ministry**
  - Support the New Member strategies e.g., classes, surveys and "First Friends"
  - Coordinate the collection of information from new members on Sundays and special services
  - Make sure that all forms connected to New Members are up to-date and accessible
  - Ensure that new members in the database have membership numbers

- Create new member certificates
- **Attend All Staff Meetings, New Member Ministry Meetings and CCB SuperUsers Group**
- **This staff person will need to work collaboratively with the Member Services and Office Manager**
- **Other duties as assigned by the Senior Pastor and Executive Pastor.**

### **Expectations**

- Proficiency with Constituency Management Databases. CCB is a plus.
- Ability to manage the back end of Zoom and/or other video conference platforms

### **Competencies**

- Ability to communicate effectively both orally and in writing, Ability to organize and prioritize workload, meet deadlines, and manage many projects simultaneously.
- Customer/Client Focus
- Ethical Conduct
- Ability to be Flexible
- Results Driven
- Time Management
- Ability to work well with others and be a team player
- Ability to follow written and verbal direction
- Strong computer skills are imperative (MS Windows, Word & Excel, Access, PowerPoint, Outlook), and ability to learn other software applications.
- Problem Solving/Analysis.
- Confidentiality
- Proficiency in the use of standard office tools (typewriter, copy machine, etc.)
- Should possess strong administrative skills and the ability to work independently without supervision

### **Supervisory Responsibility**

This position supervises volunteers

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 9:00 a.m. to 6 p.m., except during special programs and events.

### **Travel**

No travel is expected for this position outside of Metropolitan Atlanta.

### **Required Education and Experience**

1. Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, and bookkeeping.

### **Preferred Education and Experience**

Associate or bachelor's degree and 1 year of related experience.

### **Additional Eligibility Qualifications**

1. Clear background screens
2. Two years or more of increasingly responsible related experience, or any equivalent combination of related education and experience.

**Other Duties**

Other duties as assigned by the Executive Pastor. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Apply at: Email: [careers@ebenezeratl.org](mailto:careers@ebenezeratl.org)