

## **The Friends of Israel Gospel Ministry, Inc.**

### **Position Description**

Position: Receptionist  
Reports to: Customer Service Manager

#### **Purpose of the Position:**

To be the friendly, first point of contact who directs calls and visitors, and performs various administrative tasks.

#### **Position Qualifications:**

- Previous customer service experience is preferred but not required.
- Excellent verbal communication skills.
- Able to learn internal computer programs.
- Dedicated Christian who demonstrates an understanding and support of FOI's mission, philosophy, ministry, beliefs, and policies.
- Good interpersonal skills with fellow employees.
- Able to work in a group environment.

#### **Position Responsibilities:**

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Answer questions about our products and ministry.
- Process resources through our database.
- Provide administrative support for various departments.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Observe safety precautions as directed by the Facility and Security Manager.
- Any other duties as directed by the Customer Service Manager

#### **Training and Personal Development:**

The receptionist will receive training on the Donor software program.

#### **Location:**

This position is located on-site at the headquarters of The Friends of Israel Gospel Ministry, located in Bellmawr, NJ, for Monday through Friday.