



ANDREW WOMMACK MINISTRIES

# Andrew Wommack Ministries Charis Bible College

## Job Description

**Job Title:** Bookstore Clerk Volunteer (BCV)  
**Department:** Partner Relations Department  
**Reports To:** Partner Relations and Translations Coordinator

**Supervises:** Volunteers  
**Schedule:** Full Time  
**Location:** Kampala  
**Date Closing:** When Filled

### QUALIFICATIONS:

- Must be a 3<sup>rd</sup> Year graduate of Charis Bible College and a partner within the ministry.
- Must interview for the role and have the approval of the Andrew Wommack Ministries Director.
- Must agree with the vision statement and doctrinal statement of Charis Bible College and Andrew Wommack Ministries; and have a lifestyle that reflects the same.
- Must show evidence of a Divine calling for ministry.
- Must have good communication/ people skills and the ability to work well with others.
- Must have at least one year's experience working with teams.
- Must have flexibility with changing environments with the ability to prioritize workload.
- Must have computer skills, and be familiar with Office 365, or have the capacity to learn.
- Knowledge of office management systems and procedures.
- Outstanding time management skills.
- Ability to multitask and prioritize the daily workload.
- Professionalism, Discretion, and confidentiality.

### LINE OF AUTHORITY:

- The **BCV** will be the first line of communication/interaction with any person visiting the Bookshop upholding the Ministry's Customer Service Standard.
- The **BCV** will oversee the requisition process for all Bookstore products from Andrew Wommack Ministries and Charis Bible College.
- The **BCV** will provide oversight for and supervise the Bookshop Volunteers.

### LINE OF ACCOUNTABILITY:

- The **BCV** will:
  - Report to the Andrew Wommack Ministries Partner Relations and Translations Coordinator, who will report to the Director, who will report to the World Outreach Regional Director and ultimately to World Outreach.
  - Be subject to all policies and procedures established by World Outreach.

HR Purposes:

FLSA Status/Job Family: Exempt	Date Completed/Reviewed:
MSEC Code:	Pay Grade/Range:

**GENERAL PURPOSE:**

- Attend to the people that walk into the Bookshop and offer them the service they need in accordance with the Ministry’s Customer Service Standard.
- Ensure that the first point of contact for people contacting the ministry through the Bookshop is warm and pleasant.
- Provide help for all contacting the ministry location, providing general information, assistance for purchases, and prayer upon request.

**DUTIES GENERAL:**

- The **BCV’s** general duties shall include:
  - Work with the Andrew Wommack Ministries Partner Relations Coordinator as guided in communication with Partners of the Ministry (AWM and Charis) according to the partners contact strategy.
  - Take all orders for products offered by the ministry.
  - Work with the production team to ensure that a consistent stock of all Bookstore products is maintained at all times.
  - Communicate any difficulties with their line of accountability.
  - Receive ministry phone calls intended for the Bookstore, and work towards answering all resource requests, including general information inquiries.
  - Ensure all policies and procedures established by World Outreach are followed.

**DUTIES SPECIFIC:**

**BCV** specific duties shall include:

- Initiate any ideas towards Bookstore upgrading according to the strategy of that year.
- Work with and guide 3<sup>rd</sup> year PR Portfolio students attached to the Bookstore for book setups, price tagging, and other requested products by walk-in clients and through all their other different assigned roles.
- Work with the line of accountability to develop SOPs to guide activities that are done routinely in the Bookstore.
- Work with line of accountability to Plan and prepare for discounts, book drives and partner giftings.
- Work with line of accountability to generate content for Books promo fliers and liaise with Marketing as guided by Partner Relations Coordinator.

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- Work with line of accountability to put together a **Bookstore promotional gifts /products Expansion Strategy** for the Ministry.
- Be ready and available to pray with Walkins alongside phone call requests of the same.
- **Master Quick Books for all resources sold in the Bookstore efficiently.**
- Work with line of accountability to plan and organize Booksales outside of Bookstore.
- Serve as the first line of contact for the public contacting the Bookshop Phone or visiting physically, answering any questions concerning Products.
- Ensure proper representation of the ministry, treating each customer with the best customer service possible.
- Take all orders from customers, ensuring proper processing, routing each order appropriately to minimize fulfillment time.
- In case of absence of Partner Relations Coordinator, receive the donations from the Partners/Givers of the Ministry visiting the Bookshop and accurately enter them into the (QuickBooks), ensuring maintaining an accurate database that in turn gives accurate reports.
- Communicate with partners only as guided and under the guidance of the Andrew Wommack Ministries Partner Relations and Translations Coordinator and in line with the Partners Contact Strategy.
- Accurately enter all sales data into the Sales database (QuickBooks) and generate daily customer receipts.
- Accurately and timely submit reports on all Telephone communications with the public and Bookshop Visits as stipulated in the Communication Services Department Policies & Procedures.
- Perform any other duties in line with the Bookstore as may be requested by line of accountability and to the partners under guidance of Andrew Wommack Ministries Partner Relations and Translations Coordinator
- Operate by all policies and procedures established by World Outreach, and Andrew Wommack ministries in their nation.

**GUIDELINES / EXPECTATIONS:**

- **BCV** will conduct themselves according to the guidelines of the ministry. They will be held to the standards outlined in the employee “Code of Conduct” portion of the directives.

HR Purposes:

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They will maintain a professional relationship with each of the people they oversee while operating within the scope of their positions.

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