Andrew Wommack Ministries
Charis Bible College

ANDREW WOMMACK MINISTRIES

Job Description

Job Title: Bookstore Clerk and Prayer Minister (BCPM).
Department: Partner Relations Department
Reports To: Partner Relations Manager
Supervises: Volunteers
Schedule: Full-time
Location: Kampala
Date Closing: When Filled

QUALIFICATIONS:

- Must be a 3rd 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 be integrous and trustworthy.
- Must have the heart of Andrew Wommack Ministries and Charis Bible College.
- Must have read Andrew Wommack's Books.
- Must have good communication, good people skills, and the ability to work well with others.
- Must have at least one year's experience working with a team.
- Must have flexibility with changing environments; with the ability to prioritize workload.
- Must have basic computer skills, able to operate MicrosoftOffice 365, or have the capacity to learn.
- Must have knowledge of office management systems and procedures.
- Must have outstanding time management skills.
- Must have the ability to multitask and prioritize the daily workload.
- Must possess an attitude of professionalism, discretion, and confidentiality.

LINE OF AUTHORITY:

- The **BCPM** will be the first line of communication/interaction with any person visiting the bookstore and will be required to uphold the Ministry's Customer Service Standard, at all times.
- The **BCPM** will provide oversight for and supervise the Bookstore Volunteers.

HR Purposes:

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

Andrew Wommack Ministries
Charis Bible College
Bookstore Clerk and Prayer Minister

Job Description [Continued]

LINE OF ACCOUNTABILITY:

- The **BCPM** will report to the Andrew Wommack Ministries Partner Relations Manager, who will report to the Director, who will report to the World Outreach Regional Director and ultimately to World Outreach.
- The **BCPM** will be subject to all policies and procedures established by World Outreach.

GENERAL PURPOSE:

- The **BCPM** will attend to the people that walk into the bookstore and offer them the service they need in accordance with the Ministry's Customer Service Standard.
- The **BCPM** will ensure that the first point of contact for people contacting the ministry through the bookstore is warm and pleasant.
- The **BCPM** will provide help for all contacting the ministry location, providing general information, assistance for purchases, and prayer upon request.

DUTIES GENERAL:

- The **BCPM's** general duties shall include:
    - Work with the Andrew Wommack Ministries Partner Relations Manager, as guided in communication with Partners of the Ministry (AWM and Charis); according to the partners contact strategy.
    - Process and track all orders, and stock of 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 all necessary information, follow-up or difficulties with their line of accountability.
    - Receive ministry phone calls intended for the bookstore; along with responding to all resource requests, including general information inquiries.
    - Ensure all policies and procedures, established by World Outreach, are upheld and adhered to.

HR Purposes:

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

Andrew Wommack Ministries
Charis Bible College
Bookstore Clerk and Prayer Minister

Job Description [Continued]

DUTIES SPECIFIC:

BCPM specific duties shall include:

- Initiate any ideas towards Bookstore upgrading, according to the strategy of the ministry.
- Work with and guide 3rd Year Partner Relations Portfolio students 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 Standard Operating Procedures; to guide activities that are done routinely in the bookstore.
- Work with the line of accountability to plan and prepare for discounts, book drives and partner giftings.
- Work with the line of accountability to generate content for book promotion fliers and liaise with the Marketing Department, as guided by Partner Relations Manager.
- Work with the line of accountability to arrange bookstore promotional gifts /products expansion Strategy for the Ministry during innovative meetings.
- Work with the line of accountability to plan and organize Book sales, outside of the bookstore.
- Serve as the first point of contact for the public contacting the bookstore telephonically or visiting physically; answering any questions concerning products.
- Display a true representation of the ministry, always treating each customer with the best customer service possible.
- Receive all orders from customers, ensuring proper processing, and routing each order appropriately to minimize fulfillment time.
- Master QuickBooks for all resources sold in the bookstore efficiently**.**

HR Purposes:

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

Andrew Wommack Ministries
Charis Bible College
Bookstore Clerk and Prayer Minister

Job Description [Continued]

- Accurately enter and manage stock data into the database (QuickBooks), which in turn produces accurate reports.
- Accurately enter all sales data into the Sales database (QuickBooks) and generate daily customer receipts.
- Work with the line of accountability to plan and organize book sales outside of the bookstore.
- Receive all donations from the Partners/Givers of the Ministry visiting the Bookshop. All Partners, coming in to pay partnership/receive ministry must be directed to Partner Care office.
- Accurately enter all donations into the Partners database (QuickBooks), creating an accurate database that in turn produces accurate reports.
- Be ready and available to pray with walk-ins and phone call requests of the same.
- In case of absence of Partner Relations Coordinator, receive the donations from the Partners/Givers of the Ministry visiting the bookstore and accurately enter them into the relevant system (QuickBooks), ensuring 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 Manager, and in line with the Partners Contact Strategy.
- Accurately and timeously submit reports on all telephone communications with the public and bookstore 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 Manager.

HR Purposes:

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

- Operate by all policies and procedures established by World Outreach, and Andrew Wommack Ministries in their nation.

GUIDELINES / EXPECTATIONS:

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

HR Purposes:

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