

## Job Description

Position: Office Manager  
Department: BWM  
Reports to: Director  
Status: Exempt

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### **Position Summary:**

The position is responsible for the overall supervision and coordination of daily operations within the department, which includes customer service, data entry and financials. Partners with BWM Director to align the department's policies and systems with goals and objectives.

### **Responsibilities:**

- ✓ Supervises and coordinates overall administrative activities for department.
- ✓ Monitors policies and procedures to ensure on-time delivery and excellent customer service.
- ✓ Assist staff in troubleshooting matters that require special handling.
- ✓ Responds to escalated issues or complaints for proper resolution.
- ✓ Generates reports.
- ✓ Provide ongoing feedback to team to ensure accurate and timely information on orders, product information, etc.
- ✓ Provides coaching and development to staff.
- ✓ Handle orders, approvals, and invoices.
- ✓ Additional duties as assigned.

### **Knowledge and skills required:**

- ✓ Integrity and commitment to the vision of LWCC, BWM and related entities
- ✓ Heart for Dr. Winston's mission
- ✓ Ability to hear God and keen sense of the Holy Spirit's leading
- ✓ Excellent administrative skills

- ✓ Minimum of three years Management/Supervisory experience
- ✓ Highly motivated with effective interpersonal skills
- ✓ Ability to listen effectively and communicate clearly, both orally and in written form
- ✓ Demonstrated ability to think ahead and plan
- ✓ Ability to organize and manage multiple projects/priorities
- ✓ Ability to lead others and get results
- ✓ Problem analysis and problem resolution
- ✓ Strong customer orientation (service)
- ✓ Computer literacy with Microsoft office software
- ✓ Attention to detail

**Additional Responsibilities:**

MicahTek (MTek) Call Center

- Resolve phone Issues
- Monitor MTEK service levels

Work with Mail Center

- Domestic Deliveries/Shipments
- International Shipments- Customs
- Troubleshoot tracking information
- Help to resolve returned mail w/ bad address when needed

- Liaison for BWM Africa & BWM Canada Offices
- Oversee workload for remote staffing
- Process ADP
- Provide weekly partner update
- Partner letter lists to IT & Printer
- Database management
- Adjust broadcast schedule and disseminate as needed
- Coordinate staff scheduling for conferences (BWM Area-Fellowship Hall)
- Order supplies for office/staff
- Help to create new department processes
- Help to coordinate Customer Service phone script – MTEK

- Ensure quality customer service
- Work with staff to Coordinate SOP Book
- Training for Customer Service Team (including cross-training)
- Teamwork/Team Building - research new info to encourage team-building
- Perform staff appraisals
- Letter writing as needed for department along with any additional correspondence
- Produce Annual Tax Statements, acknowledgement/ high donor letters & coordinate with Print & Mail Center
- Problem Solving as needed
- Assist Director with “Special Project” requests

### **Other Responsibilities**

- ~ Proofread for accuracy various BWM ministry materials
- ~ Attend church event planning meetings involving BWM
- ~ Ensure backorders are processed in a timely manner
- ~ Ensure website is current & accurate