

NORTH AMERICAN DIVISION

JOB OPPORTUNITY

Applications for the job listed below will be accepted from the time of posting from **NORTH AMERICAN DIVISION** employees **WITH AT LEAST ONE YEAR OF SERVICE IN THEIR CURRENT POSITIONS.**

TITLE OF JOB: AdventistGiving Support

DEPARTMENT: NAD-TRE

SUPERVISOR: Undertreasurer

REMUNERATION GRADE/RATE Full-time/Non-exempt

LOCATION: Columbia, MD—On-site/In-office at the NAD Headquarters

NOTE: This position is not eligible for any type of regular remote or teleworking arrangement. For candidates living outside of the MD geographical area, relocation is required.

POSITION SUMMARY: Assists with AdventistGiving and AdventistSchoolPay, including helpdesk support, the Helpdesk Queue (HelpScout), voids and refunds, and providing end user support. Position requires a high degree of interaction with individuals using AdventistGiving and AdventistSchoolPay. Provides technical assistance and training to users. Will also perform additional treasury tasks as assigned.

AUTHORITY, ACCOUNTABILITY: Authority as delegated by the supervisor. Work is performed with limited supervision. Responds to department supervisor. There are specific guidelines to follow, but the work requires the ability to carry out duties and meet deadlines independently.

ESSENTIAL JOB FUNCTIONS:

- Provide help desk support for AdventistGiving and AdventistSchoolPay, being able to answer all general questions regarding the platforms.
- Provide void/refund assistance and general assistance with member accounts, treasurer accounts, and guest donations.
- Keep current on all policy and software changes and be able to explain them verbally and in writing.
- Assist with updating help desk automated system responses to respond to users.
- Update HelpScout docs when program changes are made to reflect current policy and program navigation.
- Be able to assist church/school treasurers with reconciling reports when adjustments are made.
- Assist with beta testing.
- Provide technical assistance and training to users and others as needed.
- Perform treasury tasks or other duties as assigned by the supervisor or Treasurer.

EDUCATION/EXPERIENCE/CREDENTIALS: Bachelor's degree (BA/BS) in a related field preferred. Appropriate successful work experience may be acceptable in lieu of scholastic requirements. A minimum of three years of relevant work-related experience required to obtain skills and knowledge required to perform job duties.

Bi-lingual (English/Spanish or other secondary language) desired.

KNOWLEDGE AND SKILL: Well developed knowledge of principles, policies and beliefs of the North American Division and the Seventh-day Adventist Church. Must be self-motivated with strong initiative to learn. Adaptable and able to evaluate priorities. Absolute confidentiality required at all times. Basic knowledge of accounting functions. Good working knowledge of databases, spreadsheets, Internet and email programs. Excellent technical writing skills. Must be friendly, courteous, have excellent communication and interpersonal skills.

High level of technical (well developed keyboard/computer, etc.) skills, plus proven organization skills are crucial. Must be able to work effectively with cross functional groups and have the ability to participate in problem solving processes using knowledge derived from on-the-job experience. Must be able to communicate technical/complex information in clear language understandable to non-technical users.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS: Contact with many people, both internally and

externally. Must have both a pleasant personality as well as good communication manners. Must possess the ability to deal tactfully and effectively with own departmental personnel, others within the North American Division and outside users on a daily basis. Individual must remain calm under pressure and exhibit courtesy, diplomacy and kindness at all times in all forms of written and verbal communication. Individual must exhibit ability to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for supervisor, department, North American Division and the Seventh-day Adventist church.

If interested in the above position, please submit cover letter, resume, and completed NAD Employment Application to jobs@nadadventist.org. Find the application on the NAD website at www.nadadventist.org/careers.

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