

Job Title: Donor Services – Mail processor
Immediate Supervisor: Director of Donor Services

Classification: Class II, Non-Exempt
Date: 5/13/25

Purpose: Responsible for incoming and outgoing mail for both Avant Ministries and Crossworld, and assists with processing incoming donations, providing customer service to donors, and receipting donors.

Primary Duties and Responsibilities

- Sort and distribute all incoming mail.
- Prepare all donor mail for system entry – confirming relevant information and batching for entry.
- Prepare receipt mailings and various monthly mailings.
- Meter and prepare all other outgoing mail.
- Stay informed concerning new regulations issued by USPS governing mail processes and postage amounts.
- Prepare monthly postage usage reports for Avant and Crossworld.
- Process Postage Refund forms and deliver to Boardwalk Post Office.
- Order postal supplies (stamps, varied Priority Mail envelopes/boxes, etc.).
- Coordinate with related companies to maintain all equipment in good working order.
- Process missionary mail – communicating with workers as needed.
- Help run production and receipting processes for bulk mails.
- Update and maintain tracking records.
- Assist with entering donations as time allows and volume needs.
- Aid in the process of sending one-off receipts and acknowledgement letters.
- Perform other duties as assigned or requested.

Job Requirements

- Participate in daily prayer time; attend monthly Town Hall.
- Sign Avant Ministries Doctrinal Statement, testifying you adhere to this doctrinal position.
- Valid Driver's License (take mail to Liberty and Boardwalk Post Offices, as needed).
- Provide relief coverage for receptionist's lunches and as needed.

Job Qualifications

- Solid interpersonal - written and oral - communication skills with a pleasant phone personality.
- Team oriented with a readiness to be supportive and flexible.
- Work independently without direct guidance on recurring assigned tasks.
- Strong organizational skills and detail oriented.
- Problem solver with a servant's heart.
- Proficiency in MS Excel, Word, and Outlook helpful.
- Skilled in math and data entry, with knowledge of accounting software or databases helpful.
- Ten-key skills helpful.

Physical Demands and Work Environment

- While performing the responsibilities of the job, the employee is required to talk, hear, use their hands and fingers to operate office machinery, is often required to sit, stand, walk, reach with arms and hands, is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. This employee must be able to regularly lift and carry 30+ pounds. Vision abilities required by this job regularly include close vision. The noise level in the work environment regularly varies from quiet to moderate.