

# GREGORY DICKOW

## MINISTRIES

**JOB TITLE:** GDM Associate

**REPORTS TO:** GDM Supervisor / Director of Operations

**DEPARTMENT:** Gregory Dickow Ministries

**SCHEDULE:** Part-Time

### **Job Summary**

The GDM Associate in Product Fulfillment is responsible for the production and fulfillment processes for all orders within GDM and LCIC! This role ensures that Product Fulfillment is organized in order to produce all packages within a timely basis, with efficiency, and in excellence.

Also, the GDM Associate help monitors our Customer Service relationships and is responsible for timely communication with all GDM customers and partners. Their tone must always be with the intent to reflect the vision of GDM, while also carrying professionalism that embodies warmth, efficiency, and excellence.

Ideal candidates for this role should be willing to learn, creative and innovative, eye for detail, and well-organized.

### **Product Fulfillment Responsibilities:**

- A. Pull required product and items for fulfillment
- B. Produce packing slips and reports for the order fulfillment process
- C. Fulfill and sort hard copy and electronic order forms
- D. Provide support for speaking engagements/church events in producing the needed product
- E. Prepare items for packing and shipping
- F. Apply postage with USPS and FedEx, respectively, to each completed package
- G. Place orders to our outside vendors for additional product inventory
- H. Crosscheck unshipped order reports verifying that all packages have been mailed out and all tracking numbers have been inputted into our database
- I. Assist with prepping and mailing out monthly partnership packages
- J. Organizing and tracking inventory in our master database

**GDM Customer / Partner Communication Responsibilities:**

- A. Field GDM incoming calls and track using the google spreadsheet
- B. Manage/Respond to GDM voicemails and track using the google spreadsheet
- C. Manage/Respond to GDM online chat service

**GDM Associate Requirements:**

- Must demonstrate full understanding and wholehearted agreement with Life Changers International Church Statement of Purpose, Vision, and Culture
- Attend & serve at services on Wednesdays and Sundays
- A desire to learn and grow in a fast-paced environment
- An eye for detail and excellence
- Humble & Teachable
- Positive, professional, and enthusiastic “can-do” attitude