

Partner Services Representative & Data Entry Operator – Bilingual: Spanish/English

Reports to: Mail Processing Assistant Director & Director

Department: Mail Processing

Employment status: Part-time

FLSA status: Hourly/Non-Exempt

Daily responsibilities include, but are not limited to:

The partner services representative represents Richard Roberts Ministries by phone, email and mail as a point of contact for information, problem solving and support. This position also handles data entry tasks for mail, web and phone transactions in both Spanish and English.

Job skill/knowledge requirements include, but are not limited to:

1. Read, analyze and enter partner communications and post donations received via mail, web, email, and phone. This includes entering donations, product orders, prayer requests, etc.
2. Handle customer service concerns via phone, mail or email to Spanish speaking partners.
3. Assist with the opening and batching of mail.
4. Translate English to Spanish RRM materials as needed.
5. May be asked to pick up mail at post office.

Education, certifications and specialized training: High school diploma or GED preferred.

Experience required: Minimum six months clerical experience. Experience with written and spoken Spanish communications required.

Job specific skills and knowledge: 40+ wpm keyboarding with high accuracy required. Proficient in Microsoft Word; Excel skills a plus. Excellent reading, writing and speaking of Spanish language. Good reading comprehension and recall of data. Maintaining confidentiality of all information is a must. Attention to detail and ability to perform well under pressure and consistently meet production goals and deadlines.

Physical requirements: Including but not limited to: sitting, standing, walking, climbing stairs, bending, kneeling, reaching, repetitive motion, using equipment requiring manual dexterity (10-key and/or computer), and lift up to 25 lbs occasionally. Must possess good near-sight, far-sight, and non-color-blind visual ability as well as ability to bring objects into focus. Must be able to hear clearly and distinctly, and be able to read and write in English and Spanish.

Working conditions: Work onsite. Must be able to perform the required job functions indoors, in a temperature-controlled environment either independently or within groups of people, in an organized and efficient manner, as required, under general supervision, whether fast-paced or steady in workflow.

Mental and emotional requirements: Must possess logical mental clarity and ability to reason for the purpose of various detailed tasks. Must be capable of working within a diverse group of individuals and be able to understand, read and carry out verbal and written instruction. Must possess capabilities to multi-task and maintain deadlines in a fast-paced environment. Must be able to perform functions independently or as a team.

Hours of work and attendance: Monday – Friday, Hours flexible within range of 7:30 AM – 4:30 PM, 28 hours per week. Rarely weekend hours or overtime may be required.

Lifestyle: Must acknowledge and adhere to the Code of Honor for Richard Roberts Ministries.

Position requires the following Background checks:

Criminal Credit MVR

Travel: Is Required Is Not Required

NOTE: This description is to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration to describe duties does not prohibit the assigning of additional duties that may be similar in kind or in difficulty as needed. All employees could be required to perform tasks not listed on this description.