



WM Resources Assistant Job Overview

Qualifications for employment at Watermark include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark, and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing Member of Watermark or willing to become one.

JOB TITLE: Watermark Resources Assistant

FLSA STATUS: Non-Exempt

DEPARTMENT: Resources

REPORTS TO: Watermark Resources Director

POSITION SUMMARY: Provide professional administrative support for the Watermark Resources (WMR) team

SPIRITUAL GIFTS:

- Administration
- Service
- Encouragement
- Giving

ROLE QUALIFICATIONS:

- Passion for serving and connecting with others
- Inherently efficient multi-tasker
- Heart for spreading the Gospel

ESSENTIAL SKILLS & EXPERIENCE:

- Detail oriented & great organizational skills
- Experience in administrative tasks
- Comfortable and highly competent with technology, especially Microsoft Office products. Additionally, an ability to be trained in or learn other technology tools that will be necessary to help assist in our operations:
 - Salesforce (customer relationship management)
 - GitHub (input website bugs identified through customer service)
 - SendGrid (email tracking)
 - Vimeo (online video hosting)
 - Nucleus/Rock (church management system)
 - Pathwright (online learning platform)
 - Shopify (e-commerce)
 - Intacct (accounting)
- Proficiency at problem solving technical customer service issues
- Warm and engaging disposition on the phone and in emails
- Competency with social media a plus
- Working knowledge of WMR ministries a plus (learn more at WatermarkResources.com)

POSITION RESPONSIBILITIES:

1. Customer Care:
 - a. Initial screening of churches interested in WMR ministries
 - b. On-going support of churches both during and after ministry implementation
 - c. Maintain Salesforce for all customer activity
 - d. Support and train the off-site customer care team
 - e. Be responsible for customer order fulfillment, sometimes including packaging and shipping
 - f. Manage local workbook inventory
 - g. Maintain WMR website(s)
 - h. Initiate and develop self-service capabilities to aid churches and reduce Watermark staff load
 - i. Provide management reporting on WMR metrics
 - j. Periodically audit data and processes to ensure organizational health

2. Virtual *re:generation* Administrator:
 - a. Be the main point of contact for participants trying to learn information about the ministry
 - b. Help with group formation, including updating in Rock
 - c. Add ministry leaders to WMR.com
 - d. Field participant questions & concerns, including pastoral situations (didn't make it to a step group) and operational situations (book order did not arrive)
3. Team Administration:
 - a. Support Resources conferences, as needed
 - b. Participate in weekly team meetings & all staff-wide activities
 - c. As a member of Watermark staff, participate in pastoral care meetings as needed
 - d. Organize and book team travel
 - e. Coordinate calendars and schedule meetings (e.g. conference calls, church inquiries)
 - f. Take care of WMR team needs, such as ordering supplies and filing expense reports

Job description not final. The position will be shaped around the giftedness and passions of the individual.