

Job Opportunity

Job Title:	Ministry Account Advisor
Location:	Eastern Canada Office – St. Catharines, Ontario
Reports to:	Ministry Account Advisor Team Manager
Salary:	\$21 - \$24 per hour (<i>Salary commensurate with experience</i>)
Position:	Full-Time Permanent

Role Overview:

The Ministry Account Advisor provides first-line customer service to TGCF's Agents. *Agents of TGCF fulfill our charitable mandates through ministry work either nationally or internationally.* Our Ministry Account Advisors facilitate compliance with the charity requirements of the Canada Revenue Agency (CRA) and advocate for the Agents on their caseload by providing assistance and resources to help their Agents and the Projects thrive. The ideal candidate will have administrative experience, be personable with great customer service skills, enjoy problem solving, be detail oriented, and desire to see the Great Commission fulfilled.

Organizational Profile:

The Great Commission Foundation (the "Foundation") is a team of skilled administrative and accounting personnel dedicated to using their talents and expertise to enable people to follow God's calling to fulfill the Great Commission of Jesus Christ. The Foundation is registered with the Canada Revenue Agency to do charitable work.

The Foundation has operations in Canada and the US (through its affiliate, the Friends of the Great Commission) that empower over 800 organizations to serve in over 120 countries around the globe. The Foundation works exclusively with Christian ministries and projects in a dynamic cooperative relationship. Ministries and projects engage in outreach activities and provide on-site personnel on the mission field, while the Foundation provides essential administrative and accounting expertise. The Foundation enables our agents, partners and clients to focus on the ministry work to which God has called them. It is a team effort working towards common goals: the advancement of the Christian faith, the furtherance of education, and the relief of poverty.

Main Responsibilities & Activities:

- Follow-up and correspondence with Agents including, but not limited to payroll & benefits, expense claims & advance clearings, CRA compliance requirements, account & donation inquiries, various report requests
- Assist Agents with TGCF's event tools for planning and execution of their project's promotional events
- Monitor activity of projects through various means including, but not limited to, website monitoring, quarterly reports, newsletters

- Monitor social media content to ensure that Agents are operating within CRA guidelines is more accurate
- Provide communication to Partnering Organizations and/or Agent Advisory Teams
- Act as liaison between Agents and TGCF support teams including IT/software, accounting, or donations
- Provide guidance for Agents

Knowledge, Skills & Abilities:

- Post-Secondary education preferred
- Minimum five years of customer service experience
- Proven administrative skills and experience, minimum five years
- Excellent communication skills both verbal and written
- Ability to work independently and collaboratively
- Excellent problem solving, critical thinking, and conflict resolution skills

APPLY:

Interested individuals should forward a pdf of their resume with cover letter to:

hr@gcfcanda.com

You are invited to complete a TRAITS Assessment.

As part of our process, we ask interested applicants to complete a short TRAITS survey. This survey should take about 20 minutes to complete.

Please copy and paste the link into your search browser to open the survey.

<https://app.traits.com/survey/e1cd638b-0480-4322-a81b-b7664c5e127e>

Only qualified candidates of interest will be contacted.