



MINISTRY SYSTEMS MANAGER – JOB DESCRIPTION

Job Overview: The Ministry Systems Manager is responsible for managing the successful capture and processing of all ministry transactions in a timely, efficient and error-free manner within TSFM's CRM – Studio Enterprise. This is a leadership position which will require managing a team of direct reports, coordinating activities with Marketing, Partner Relations, Events, and Finance as well as ongoing transparent communication with the Executive Team.

Primary objective: To insure all ministry transactions are processed within one business day of receipt.

Primary Responsibilities

- Lead and direct TSFM's IS, Customer Service, and Order Fulfillment functions
- Insure the seamless flow of data from multiple platforms into TSFM's CRM system
- Optimize the integration of TSFM information systems
- Oversee the management of TSFM IT service contractors
- Maximize the TSFM Team's understanding and use of Studio Enterprise
- Coordinate TSFM's marketing performance metric tracking with the Marketing Manager
- Establish and track department's performance in all key areas, including but not limited to Donation Receipts, scheduled letters, call answer rate, timely email response, inventory status, deposit processing, and product order fulfillment
- Coordinate all SE accounting functions with Finance Manager
- Effectively communicate the mission and purpose of TSFM to direct reports, the TSFM team as a whole, and ministry partners and donors
- Recommend and implement new processes, methods, and system improvements that are scalable and eliminate complexity

Job Requirements

- Expert knowledge of the functions, structure, and applications of Studio Enterprise or similar ministry CRM



Terri Savelle Foy
MINISTRIES

- Working knowledge of -
 - Infusionsoft (KEAP) or similar email marketing software
 - Brushfire or similar event management software
 - Texting donation applications
 - WordPress
 - Woo Commerce, Shopify, or similar web store packages
- Ability to optimize IT system integration to minimize manual data input requirements
- 3 to 5 years of management experience in a supervisory role
- 2 to 3 years of front-line customer service experience
- Excellent written and verbal communication skills
- Proficient in problem solving
- Ability to work and lead in a team environment across departmental lines
- Born again believer, filled with the Holy Spirit and must adhere to the doctrines of this organization as upheld by Terri Savelle Foy and her appointed representatives