



JOB DESCRIPTION | ORDER FULFILLMENT STRATEGIST

Renew World Outreach is a non-profit Christian ministry located in Stone Mountain, GA that develops technology & training to help spread the Word of God. Our primary mission is to reach the unreached with the Word of God through innovation that multiplies field impact.

We highly value prayer, worship, and the power of the Holy Spirit in our community.

Renew is seeking a person with strong organizational and interpersonal skills to fill an immediate open position for a Order Fulfillment Strategist within our Media Department.

The Order Fulfillment Strategist's primary role is to provide direct support to field partners through the equipment ordering process. To respond to partner requests for equipment via phone, email or online the Order Fulfillment Strategist will assist partners in determining the best equipment for their needs including recommended training. This position sees order fulfillment to completion ensuring orders are fulfilled accurately and quickly.

The ideal candidate will have experience working in a fast-paced environment requiring attention to detail.

Skills & Responsibilities for the Order Fulfillment Strategist include but are not limited to:

PREFERRED SKILLS

- High value for customer service and serving with excellence
- Warm and friendly personality with a positive attitude and gift of service
- Detail oriented, strong multi-tasker with high level organization skills
- Self-starter who takes initiative, who when trained needs little supervision
- Able to successfully prioritize and manage orders and meet time-sensitive requests
- Excels in fast paced environments and adapts to changing priorities

DUTIES & RESPONSIBILITIES

Customer Service & Relationship

- Maintain full understanding of all Renew equipment and strategies in order to answer all questions on Renew products and services
- Provide field partners with information about our equipment and consult with them to recommend the best tools and strategies to meet their needs
- Maintain full understanding of available Gospel media, including Jesus Film, audio Bibles, and other audiovisual resources
- Provide support for field partners via phone, email and online orders and communicate partner feedback to appropriate departments
- Maintain a high use and value of order fulfillment processes and procedures
- Work directly with Inventory and Production manager and media department to maintain and manage inventory flow through media department