



JOB DESCRIPTION | FIELD SUPPORT 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 full time position as a field support strategist.

The Field Support 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 Field Support Strategist will assist partners in determining the best equipment for their needs including recommended training, media, and strategies that best fit their context. This position makes sure to handle requests for equipment in an accurate, timely, and relational manner.

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

Skills & Responsibilities for this role include but are not limited to:

SKILLS

- High value for customer service and serving with excellence
- Warm and friendly personality with a positive attitude and gift of service
- A deep understanding and passion for missions and the great commission
- An outgoing relationship-builder interested in learning about the ministry work of our partners
- 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

Partner Relationship & Service

- Maintain full understanding of all Renew equipment and strategies in order to answer all questions on Renew equipment, services, and strategies



- Build relationships with new partners, learning about their ministries, so we can know how to best serve them. Follow up with existing partners, learning about their experiences with the tools and strategies.
- Provide field partners with information about Renew 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
- Process Incoming orders in a timely manner using Quickbooks and Trello to manage the order flow process. Attention to detail and ability to follow processes and procedures is important.