

CUSTOMER SERVICE REPRESENTATIVE – LEVEL TWO*

Regular Office Hours: 37.5 hours weekly Mon – Thurs

Position Reports to: Customer Service Manager

Generation Directives/Duties

Jerry Savelle Ministries International exists to reach people around the world with the Gospel of the Lord Jesus Christ; teaching them to become the winners in life that God created them to be. The directives to fulfill Dr. and Mrs. Savelle's God-given vision are: motivating, evangelizing, discipling, and reaching out to people around the globe with Biblical truths concerning spiritual growth, renewing the soul, and healing their bodies, finances, and relationships.

In line with Biblical stewardship, the Customer Service Department is foundational to the success of the ministry and its primary objective is to serve and communicate effectively.

- Must live a life that exemplifies Christ and Biblical values and attend church regularly
- Courteously and promptly handle all contacts with partners and callers
- Remain teachable and recognize additional training may be necessary to extend their skill level
- Recognize and pursue professional and personal growth
- As a JSMI team member, participate in the success of JSMI's major outreaches and/or annual events as required

Primary

- Interact with partners to address their concerns, answer their questions and assist them with their needs
- Maintain a positive, empathetic, and professional attitude toward partners, callers and co-workers at all times; understanding that Customer Service is one of the public faces of Jerry Savelle Ministries
- Exhibit enthusiasm with practical knowledge for continual relationship building with all partners and callers
- Become familiar with JSMI inventory to make informed product suggestions
- Research account data base and other resource materials to provide appropriate answers to inquiries
- Using JSMI's database, input daily product orders and donations that are received through the mail, phone, e-mail, webstore, JSMI Bible School, Text-2-Give and any other source
- Scan files for record keeping, update existing accounts and add new ones as they become available

- Refer issues and questions to manager when necessary
Customer Service Rep.

Requirements

LEVEL TWO* - Job Description

- Live a life that exemplifies Biblical values
- High school diploma
- Excellent verbal and written communication skills, and organizational skills
- Good working knowledge of personal computer, data entry, 10-key input, MS Word and MS Excel
- Able to count large sums of cash and checks accurately and quickly
- Self-motivated, detail oriented, and able to handle multiple priorities simultaneously
- Adapt quickly and positively to changing work situations
- Able to work in an active environment and maintain focus
- * Assist other departments within the company when called upon
- * Cover switchboard when called upon
- * Run company related errands when called upon
- Able to drive company vehicle
- Able to sit up to 9 hours daily
- * Able to lift up to 40 pounds
- Must maintain confidentiality of JSMI and HFCC business, and individual donor accounts

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts and working conditions associated with this position. It does, however, reflect the principal job elements of this position. This job description does not constitute a contract for employment.