

POSITION TITLE: Customer Service Representative

EXEMPT

REPORTS TO: Service Operations Manager

NON-EXEMPT

GENERAL SUMMARY: The Customer Service Representative is responsible for delivering excellent service standards to build relationships with our customers and donors. The CSR serves customers by providing product and service information with accuracy and efficiency as well as problem solving to resolve customer complaints.

ESSENTIAL JOB FUNCTIONS:

1. Maintains comprehensive knowledge of the product offerings and programs of Precept Ministries to efficiently and effectively serve customers.
2. Assists customers with placing orders and processing returns.
3. Identifies and accesses customers' needs.
4. Provides accurate, valid and complete information by using the right methods / tools.
5. Directs and/or transfers calls according to Precept Ministries International policies and procedures to the appropriate department or individual.
6. Maintains superior customer service quality levels, while focusing on departmental call metrics.
7. Multitasks CSR responsibilities with other projects.
8. Documents customer interactions to build relationships with our customers and donors.
9. Resolves customer complaints by providing appropriate solutions and following up to ensure resolution.
10. Actively participates in team training sessions and individual coaching sessions. Responds appropriately to constructive feedback.
11. Represents the interests of our customers and the Service Operations Department in meetings or discussions with other internal departments upon request.
12. Arrives in a timely fashion to be ready and prepared to begin work at the scheduled time, including breaks and meal periods (punctuality and attendance).
13. Begins each workday by joining requisite staff prayer and Bible study by actively participating and ensuring the same of departmental team members.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of basic computer functions and possess the ability to learn new software systems. Familiarity and high comfort level using Social Media tools.
2. Excellent communication skills (listening/verbal/written).
3. Ability to establish and maintain effective respectful working relationships with co-workers, supervisors, and customers.
4. Possesses the necessary organizational skills to follow through on unusual requests for information and select the proper response utilizing proven problem-solving techniques.
5. Possesses and exhibits the ability to answer the telephone and greet the public in a professional, friendly and courteous manner.
6. Possesses a high level of maturity by consistently exhibiting good judgment, being level headed, and personally accountable for positive results.

7. Possesses and exhibits the ability to multitask and prioritize duties; demonstrating efficient time management.
8. Understands and embraces the Inductive Bible Study Method.
9. Ability to gain an understanding of Precept products and make appropriate recommendations to customers.

TRAINING AND EXPERIENCE:

High school degree or GED is required. A minimum of six months telephone customer service experience required. Experience in a telephone call center environment preferred.

PHYSICAL REQUIREMENTS:

	0- 24%	25- 49%	50- 74%	75- 100%
<i>Seeing:</i> Must be able to read various documents and use computer.				X
<i>Hearing:</i> Must be able to hear well enough to communicate via telephone and with co-workers.				X
<i>Standing/Walking/Mobility:</i> Must be able to move around department.			X	
<i>Climbing/Stooping/Kneeling:</i>	X			
Lifting/Pulling/Pushing:	X			
<i>Fingering/Grasping/Feeling:</i> Must have the ability to use keyboard, telephone, and complete paper work by hand.				X

PHYSICAL DIMENSIONS:

Light work: Exerting minimal force consistently to move objects less than 10 pounds.