

Job Description: Customer Service Associate (20 hrs)

At The Good Book Company, our Customer Service Associates are on the frontline in our mission to equip Christians with Biblical, relevant and accessible resources that help them share and deepen their faith. They are the first point of contact with our customers, and must be able to handle all manner of queries and requests with empathy, kindness and patience. Candidates we're looking for are *servant-hearted, proactive, great communicators* and *quick learners*. They are also highly organized and able to juggle multiple tasks with a smile. Members of the Customer Service team provide support to other areas of the business as well, and each Associate's particular responsibilities are agreed upon with the SVP Operations according to their strengths, experience and availability.

Location: TGBC Office, Charlotte, NC

Reports to: Customer Service Manager

Salary & Benefits: \$20-\$21.50 per hour (depending on experience), matched retirement benefits, paid vacation time proportionate to hours worked.

Schedule: Weekday Afternoons (final schedule to be determined with line manager)

Responsibilities:

Customer Service

- Review and prioritize incoming customer requests along with other members of the CS team:
 - Answer incoming calls and emails
 - Process customer orders and returns
- Maintain up-to-date knowledge of stock levels, shipments and special offers
- Identify and communicate leads to Sales Director
- Administer customer loyalty programs

Requirements:

Experience

- Experience in administration, customer service or project management
- An understanding of the pressures and priorities of local church ministry

Skills

- A polite, tactful and friendly attitude
- Excellent attention to detail
- Ability to work well with people of all walks of life
- Strong interpersonal & communication skills
- Good organization & administrative skills
- Capacity to use own initiative
- Proficient in Microsoft Office and the Google suite of apps

Personal qualities

- Must understand and respect an evangelical theological perspective whilst being welcoming and open to Christians from other theological persuasions
- Proactive and diligent
- Available during weekday afternoons