



Job Description: Customer Service Administrator

Salary & Benefits: \$30,000-\$35,000 (depending on experience), health contribution and matched retirement benefits

Overview: The Customer Service Administrator will be a pivotal member of the team in The Good Book Company's Charlotte, NC office, handling all types of customer interactions including processing orders, answering queries and proactively working to improve customers' experience of our brand. The successful candidate will also support their colleagues by managing and developing robust systems in the US office, facilitating efficiency with good processes and effective prioritization.

The Good Book Company is a rapidly-growing, international publisher of Biblical, Accessible and Relevant resources. The successful applicant should have a good understanding of the concerns and needs of Evangelical Christians in North America.

Location: Charlotte, NC

Responsibilities:

Customer Service

- Review and prioritize incoming customer service requests:
 - Be the first in line to answer incoming calls
 - Manage The Good Book Company's central email inbox
 - Process customer orders
- Service any customer requests that do not require specialist responses
- Help customers return damaged or unwanted books
- Manage Accounts Receivable and follow up on overdue invoices

Administrative Support

- Monitor and order office supplies as required
- Collect and process mail
- Deposit payment checks at the bank
- Pack and dispatch books and other materials to support publicity activity and special projects
- Support the sales team as required, including shipping display materials to events

Requirements:

Qualities

- Organized and detail-oriented: This role requires careful attention to detail across a wide range of different tasks. High levels of organization will be necessary to make sure business-critical tasks are handled correctly and in a timely manner.
- People Skills: The successful applicant must be able to interact pleasantly, professionally and caringly with customers, authors and colleagues. You will be representing The Good Book Company.
- Should be comfortable using Apple computers
- Self-motivated
- Willing to learn
- Team Player: This is a multi-faceted role in which you will be interacting with colleagues in both our UK and US offices, so a strong team spirit will be important. Your help will be greatly valued, as well as your insights and ideas.

Experience

- Customer Service or administration role
- An understanding of the pressures and priorities of local church ministry

Education

- All applicants who demonstrate proficiency in the areas outlined above will be considered
- A college degree is strongly preferred

To apply, please send your résumé along with a cover letter to Peter Anderson (peter.anderson@thegoodbook.com) explaining why you would like to join The Good Book Company and why you might be the person we are looking for.