

## CUSTOMER SERVICE REPRESENTATIVE (CSR): POSITION DESCRIPTION

### POSITION TITLE

Customer Service Representative (CSR), Full-Time

### JOB SUMMARY

The Word Church is seeking an experienced Customer Service Representative (CSR) with excellent oral and written communication skills to provide the highest standard of service to internal and external clients. Whether communicating in person, by telephone, or through writing, a CSR of The Word Church must efficiently respond to questions and concerns, and must apply problem-solving tactics to ensure customer satisfaction.

### ESSENTIAL JOB RESPONSIBILITIES

- ✓ Respond to phone, email, and/or face-to-face inquiries promptly and professionally, with attention to policies and practices of The Word Church.
- ✓ Maintain accurate and detailed documentation of internal and external clientele calls and visitations.
- ✓ Perform administrative and clerical duties, including data entry, filing, copying, etc.
- ✓ Maintain the latest and most current information on The Word Church's programs, personnel, policies, procedures, and priorities, so as to provide accurate communication to clients.
- ✓ Multitask efficiently by adequately handling multiple phone lines and assignments.

### GENERAL QUALIFICATIONS

- ✓ At minimum, a high school diploma (or its equivalent) and 3-5 years of experience in customer service or a related field
- ✓ Exceptional oral and written communication skills, including a strong working knowledge of grammatical principles and application
- ✓ Advanced knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), as well as internet browsing software
- ✓ Superior attention to detail
- ✓ A vibrant and growing personal relationship with God, with commitment to Christian principles and teachings
- ✓ Ability to:
  - Work under pressure in an ever-changing environment
  - Manage time wisely and meet fast-approaching deadlines
  - Work independently and collaboratively
  - Maintain professional demeanor (including a pleasant phone voice) at all times

### SALARY / WAGES

Compensation, which is negotiable and salary-based, will be determined with respect to a candidate's qualifications and experience.

### APPLICATION

Submit cover letters, résumés, and other relevant employment information by email to [twcemployment@wordcity.org](mailto:twcemployment@wordcity.org), or by postal mail with attention to: TWC Employment.