

**JOB DESCRIPTION FOR:** Customer Service Representative

Regular Office Hours: 8:00 AM to 4:30 PM Position: Full-time salaried

Division: Ministry Systems Location: On site - Rowlett, TX

**Primary Objectives:** Terri Savelle Foy Ministries helps others make their dreams bigger than their memories and complete the God-given assignments He has placed on their lives. This position will be filled by a candidate who embodies the core beliefs of our organization in their everyday lives and is committed the mission of TSFM to ignite vision and hope in others around the world.

**Responsibilities:**

1. Provide service through calls and emails in a friendly and efficient manner.
2. Provide introductory information about our ministry to new friends and partners.
3. Process sales, orders, and donations.
4. Update partner information in CRM software and website.
5. Troubleshoot any process issues to create a better experience for friends and partners.
6. Provide appropriate solutions or alternatives to ensure resolution to issues or concerns.
7. Pray with friends and partners over the phone proactively and by request.
8. Be able to answer questions around course content and basic biblical concepts.
9. Build trust and relationships with partners by interactive and friendly communication.
10. Process Return mail and packages.
11. Run credit card decline and expiration letters.
12. Assist Event Coordinator with assigned tasks for all events.
13. Participate in ministry events such as the NEXT Conference and ICING Women’s Event, which are held over weekends.
14. Be willing to work overtime occasionally.

**General Requirements:**

* High School Diploma
* 1 – 2 years’ experience in customer service
* Exceptional organizational skills
* Experience using Word and Excel, and able to create/maintain spreadsheets
* Excellent verbal and written communication skills
* Highly self-motivated and detail-oriented
* Ability to multi-task, prioritize, and manage time effectively
* Able to work overtime on an “as needed” basis
* Being familiar with Terri Savelle Foy Ministries and resources is a plus
* Be able to follow communication procedures, guidelines, and policies
* Born-again believer, filled with the Holy Spirit and must adhere to the doctrines of this organization as upheld by Terri Savelle Foy and her appointed representatives