**Job Opening – Customer Service Manager**

**Full-Time -** Salaried

**Location –** On-site in Rowlett, Texas

**Overview:**

At Terri Savelle Foy Ministries (TSFM), we inspire individuals to make their dreams bigger than their memories and fulfill the God-given assignments on their lives. We’re looking for a **Customer Service Manager** who embodies our core beliefs and is committed to our mission of TSFM. This leader will oversee the Customer Service team and help us continue to build strong relationships with our partners and customers.

**Key Responsibilities**

* Lead, mentor, and supervise the Customer Service team, ensuring alignment with ministry values.
* Train and onboard new hires while providing ongoing coaching and development.
* Oversee efficient and friendly handling of customer interactions (calls, emails, etc.).
* Monitor and resolve escalated issues promptly, including order disputes.
* Create and maintain detailed reports on team performance, customer feedback, and service metrics.
* Process sales, orders, donations, mail, and maintain accurate CRM records.
* Inform the call center about new resources and important information.
* Manage team phone schedule, system and tickets.
* Assist customer service staff with duties where required.
* Create and analyze performance reports to identify trends and recommend improvements.
* Utilize HubSpot for managing customer interactions and reports.
* Streamline operations by developing procedures and troubleshooting process issues.
* Develop and implement procedures to enhance the partner and customer experience.
* Collaborate with the Event Coordinator on assigned tasks for ministry events.
* Participate in weekend ministry events such as our conferences and other events.

**Qualifications and Requirements**

* Bachelor’s Degree in Business Administration, Communications, or a related field (preferred but not required with relevant experience).
* 3–5 years of customer service experience, with 2 years in a supervisory or managerial role.
* Familiarity with ministry environments or non-profit organizations is a plus.
* Strong leadership, organizational, and time-management skills.
* Proficiency in Word, Excel, using CRMs, and HubSpot experience preferred.
* Excellent verbal and written communication.
* Ability to prioritize, multi-task, and adapt in a fast-paced environment.
* Born-again believer, filled with the Holy Spirit.

**Why Join Us?**

Terri Savelle Foy Ministries offers a mission-driven work environment where every team member has a hand in helping others fulfill their God-given purpose. If you’re passionate about leading teams, improving systems, and supporting people in their journeys, this role is for you.