



Evangelism Explosion International (EEI) is actively seeking a full-time Customer Service Representative in our Arden, NC office.

EEI is a ministry that partners with churches across the world to train people how to share their faith in Christ and how to bring people from unbelief to belief. We have a vision of “every nation equipping every people group and every age group to witness to every person” the Gospel of Jesus of Christ. All employees must join in this vision, our mission, and agree to our Statement of Faith.

The Customer Service Representative provides courteous customer service while interacting with customers and donors; serves as the initial contact for all callers and visitors to the headquarters; and assists with the administration of training events.

Responsibilities:

- Creates and processes materials orders from phone calls, walk-in customers, etc. and on behalf of the EE USA Training Department
- Receives and directs calls and emails in a courteous and professional manner
- Builds effective relationships and trust with customers, donors, and Implementation Field Workers (IFWs) by listening to their needs and educating them about the materials and trainings that are most appropriate for their situation
- Meets and greets all visitors; determines their needs and directs them to the appropriate employee/locations
- Processes payments and donations
- Maintains confidentiality while demonstrating a high level of professionalism
- Provides timely resolution of customer complaints, concerns, and returns
- Works closely with warehouse staff to maintain accuracy for orders and inventory
- Follows-up on all Accounts Receivable balances
- Stays current with product information and reviews for accuracy
- Prepares reports of training events statistics, materials orders, and customer information
- Follows-up with customers to seek feed-back and insure customer satisfaction
- Keeps outgoing phone messages up-to-date for the store
- Assists in cycle and annual inventory counts
- Provides promotional materials to churches and IFWs for training events
- Oversees the registration process for Share Your Faith Workshops and Everyday Evangelism training events
- Coordinates training event schedules with IFWs and churches and manages website listings of event details
- Connects with leaders for post-event impressions and evaluations of training events
- Enters new contacts received from training events and various sources into DDSE and Mail Chimp
- Attends EE USA team meetings as requested by the EE USA National Director
- Provides back-up assistance to the Development Coordinator and Warehouse Manager
- Maintains a work schedule that aligns with business hours
- Maintains the cleanliness and presentation of the reception area
- Performs office cleaning tasks according to the cleaning schedule
- Other duties as assigned

Qualifications:

- Minimum of two years experience providing customer service
- Knowledge of customer service principles and practices; excellent customer service skills
- Knowledge of office administration and procedures
- Advanced clerical skills; ability to perform diversified clerical functions and basic accounting procedures
- Excellent written and verbal communication skills; ability to understand and follow written and verbal instructions
- Commitment to excellence and high standards
- Strong organizational skills; able to manage priorities and workflow
- Ability to work independently and as a member of various teams and committees
- Professional appearance and demeanor
- Ability to effectively communicate with people at all levels and from various backgrounds
- Must be able to speak, read, write, and understand English; bilingual skills preferred
- Acute attention to detail
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Proficient in basic computer applications including Microsoft Office Suite, Google Apps, and the Internet; ability to learn and become proficient in DDSE and UPS Worldship

Key Competencies:

- Customer Service
- Problem Solving
- Interpersonal Skills
- Oral and Written Communication
- Organizational Support
- Professionalism
- Quality and Quantity
- Adaptability
- Dependability
- Diversity and Ethics

Relationships:

- Maintains a healthy relationship with God and an exemplary Christian testimony
- Maintains a healthy relationship with family members (i.e., spouse and children as applicable)
- Functions as a responsible member in good standing of a local church
- Participates in the EE ministry in a local church
- Reports to the Chief Operating Officer
- Willing and able to cooperate with the leadership and policies of EE
- Relates well and communicates clearly with all EE staff and ministry contacts

Physical Demands and Work Environment:

- Frequently required to stand
- Frequently required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Frequently required to climb a stepladder, balance, bend, stoop, kneel or crawl

- Continually required to talk or hear
- Occasionally required to lift/push light weights 25-50 pounds
- Specific vision abilities required for this job include close vision, distance vision, peripheral, depth, and ability to adjust or focus
- Utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Exposure to moving mechanical parts
- Exposure to high, precarious places
- Exposure to fumes, airborne particles, or toxic chemicals
- Exposure to heat or cold
- Protective clothing or equipment is required that may include gloves or protective eyewear
- The noise level in the work environment usually is moderate

FLSA: This position is full-time, non-exempt, hourly, Monday – Friday, 8:30am – 5:00pm.

For more information, email hr@eeworks.org

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