

InterVarsity Press
Customer Contact Center Representative

Job Title: **Customer Contact Center Representative**
 Continuity Program Specialist
Reports to: **Contact Center Manager**
Status: **Full-Time Non-Exempt**

The purpose of InterVarsity Press, as an extension of InterVarsity Christian Fellowship/USA, is to serve the university, the church and the world, by publishing resources that equip and encourage people to follow Jesus as Savior and Lord in all of Life.

To advance the purpose of InterVarsity Press, this position will ensure solutions and satisfaction for customers by resolving routine and non-routine customer problems and complaints, resulting in strong customer perception of quality service translating to increased sales.

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**Major Responsibilities**

- Daily continuity program administration
- Processes new enrollments for book club & continuity programs
- Account maintenance for continuity programs
  - Updates customer information and ensures customer satisfaction
  - Provides customer service through whatever means necessary (phone, email, fax, USPS mail, voice mail, etc) and responds to customer requests or initiate customer contact for problem solving
    - Series and bookclub email
    - Series phone line and voice mail
  - Processes address changes, cancellations, and credit card expirations
- Serve all customer needs
  - Order desk phone
  - Order email and any additional email boxes as necessary
  - Keys orders received via fax, email, and phone
- Participates in the overall team requirements of the Contact Center:
  - Adheres to a regular call schedule
  - Coordinates breaks, lunches and other periods of absence from desk with others to ensure service level and response time standards for the group are met at all times
  - Attends weekly CCC team meetings
  - Maintains a high level of knowledge regarding InterVarsity Press products, services, policies, programs and procedures, and for imparting this information upon request
  - Exercises independent judgment and makes independent decisions on a routine basis, within the overall objectives and parameters set by management
  - Projects a professional, courteous, attentive, and informed attitude to all customers including internal
  - Responds to customer inquiries and needs with a commitment to quality resolution
  - Demonstrates initiative and follow-through
  - Meets or exceeds all Contact Center performance and quality standards
  - Performs other duties as directed
  - Participates in the overall administrative requirements of the Contact Center:

- Contact documentation
- Order filing and retrieval

### **Requirements and Qualifications**

- Annual affirmation of InterVarsity's Statement of Faith as a maturing disciple of Jesus Christ
- High school diploma or equivalent; some college preferred
- Strong verbal communication skills, including pleasing voice quality and diction
- Ability to communicate effectively in writing
- Ability to adopt a customer perspective and demonstrate a positive, enthusiastic, non-confrontational and professional stance toward any customer at all times
- Orientation toward group participation and team accomplishment
- Ability to work in a demanding, changing environment and handle multiple tasks
- Strong attention to detail
- Proficiency computers, support systems, keyboarding skills, database systems, e-mail, and alpha and numeric data entry. Web savvy and on-line shopping experience a plus.

For inquiries regarding this position at InterVarsity Press please contact Kim Brown at [kbrown@ivpress.com](mailto:kbrown@ivpress.com) or 630-734-4067