

INTERVARSITY PRESS

Position Description

FRAMEWORK: Purpose of InterVarsity Press

As an extension of InterVarsity Christian Fellowship/USA, InterVarsity Press serves those in 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.

Job Title: **Customer Contact Center Representative
International Specialist**
Reports to: **Contact Center Manager**
Location: **Westmont, IL**
Status: **Full-Time Non-Exempt**

PURPOSE:

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

Major Responsibilities & Activities

International Sales

- Serves as the primary communications link to international customers, primarily via email
- Coordinate communications and customer information with the international sales manager
- Account maintenance
 - Updates customer information and ensures customer satisfaction
 - Processes address changes and cancellations

Customer Care

- Receives customer inquiries through phone, fax, e-mail and mail and triages the response process and timing for customer contacts according to mode of communication, customer type, nature of request, and urgency of need.
- Accurately and efficiently enters orders using system knowledge and research skills to assign discounts, terms, freight requirements, shipping mode, international publishing rights, etc.
- Provides verbal or written response to customer inquiries according to unit standards for wording and response time.
- Analyzes and rectifies basic customer concerns using established procedures; refers more complex or unusual customer service questions appropriately.
- Serve all customer needs
 - Order desk phone
 - Order email and any additional email boxes as necessary
 - Key orders received via fax, email, and phone

Contact Center team requirements

- 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
- Regularly 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
- Accesses product and customer information through the IVP website, IVP database programs, and printed resources
- 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
- Ensures the efficient and satisfactory processing of Contact Center work
- Demonstrates initiative and follow-through
- Meets or exceeds all Contact Center performance and quality standards
- Performs other duties as directed
- Participates in other team building events
- Participates in the overall administrative requirements of the Contact Center:
 - Order printing and distribution
 - 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
- Attention to detail
- 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
- Demonstrated ability and commitment to work in a diverse team environment
- Orientation toward group participation and team accomplishment
- Be a contributing member of the IVP community
- Ability to work in a demanding, changing environment and handle multiple tasks
- Technical skills, including proficiency with computers, support systems, e-mail, and alpha and numeric data entry
- A working knowledge of current Microsoft Software applications (Word and Excel) is preferred
- Flexibility to attend Urbana Student Missions Conference every three years, Dec. 26-Jan.1, and National Staff Conference every three years (the year after Urbana), approximately Jan. 3-8.

- **External Candidates:** Please see instructions at ivpress.com/jobs to complete your online application and send your resume and cover letter to ivpcareers@ivpress.com.
- **For Internal Candidates Only:** Please download and complete the Internal Application Form and also send your resume to ivpcareers@ivpress.com.

InterVarsity Christian Fellowship/USA

Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

In response to God's love, grace and truth:
 The purpose of InterVarsity Christian Fellowship/USA is
 to establish and advance at colleges and universities
 witnessing communities of students and faculty
 who follow Jesus as Savior and Lord:
 growing in love for God,
 God's Word,
 God's people of every ethnicity and culture
 and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

Team Work:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)