

InterVarsity Press

Position Description

Job Title: **Customer Contact Center Representative
International 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.

Major Responsibilities & Activities

- Serves as the primary communications link to international customers, primarily via email
- Coordinate communications and customer information with the international sales manager
- 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.
- Account maintenance for international programs
 - Updates customer information and ensures customer satisfaction
 - Provides customer service through whatever means necessary (phone, email, fax, USPS mail, voice mail, etc) and respond to customer requests or initiate customer contact for problem solving
 - Processes address changes, cancellations, and credit card expirations
- Serve all customer needs
 - Order desk phone
 - Order email and any additional email boxes as necessary
 - Key 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
 - Regularly attends weekly CCC team meetings unless excused by CCC manager
 - 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

CCC Representative - Continuity Program Specialist, cont.

- 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, including those of the Contact Center Representative position
- 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
- Receives customer inquiries through phone, fax, e-mail and mail
- Triage 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 into IVP database using system knowledge and research skills to assign discounts, terms, freight requirements, shipping mode, 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.
- Assists in ongoing program management for these:
 1. Do Not Mail
 - a. Screens IVP system for customer record
 - b. Updates customer accounts in system if found
 - c. Adds contact to additional database if not customer
 2. Special Projects
 - a. Database research—updating and information gathering
 - b. Outbound customer calling

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
- Orientation toward group participation and team accomplishment
- Ability to work in a demanding, changing environment and handle multiple tasks
- Technical skills, including proficiency with computers, support systems and keyboarding skills
- Affinity for detail
- Proficiency with computer database systems, e-mail, and alpha and numeric data entry

For inquiries regarding this position at InterVarsity Press please contact Kim Brown at kbrown@ivpress.com or 630-734-4067