



Position Description

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 Support Representative, level 2

Supervised by: Customer Contact Center Manager

Supervises: N/A

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:

Processes orders and provides high quality customer service

- Provides accurate and professional responses to customer inquiries via phone, e-mail, fax, and mail according to unit standards for wording and response time
- 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 according to established procedures using system knowledge and research skills to assign discounts, terms, freight requirements, shipping mode, etc
- Maintains working knowledge of special considerations for all customers and customer types
- Maintains a high level of knowledge regarding InterVarsity Press products, services, policies, programs and procedures, and imparts this information upon request
- Accesses product and customer information through the IVP website, IVP database programs, and printed resources
- Analyzes and rectifies basic customer concerns using established procedures; refers more complex or unusual customer service questions appropriately
- Creates and updates customer account records with address corrections and adds or removes customers from mailing lists per request of the customer or credit manager
- Researches and routes incoming purchase orders and prioritizes them according to team guidelines and standards

- Makes outbound calls as needed to maximize customer satisfaction and revenue

Serve as primary liaison with niche customer base

- Corresponds with specific segment of customers and has primary responsibility of the shared email boxes related to those customers
- Keys majority of orders for customers in the niche
- Carefully runs processes and jobstreams as needed to perform functions related to atypical orders for members of select programs
- Functions as liaison with members of other departments who also serve the niche to coordinate communications and share information regarding customers, programs, and policies

Contributes to the effectiveness of the Customer Contact Center Team

- Advances the functions and features of systems by executing test plans
- Assists with training new team members as needed
- 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
- 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 other team building events
- Participates in the overall administrative requirements of the Contact Center:
 - Documents contacts with customers
 - Archives and retrieves customer purchase orders

REQUIREMENTS & QUALIFICATIONS:

- Annual affirmation of InterVarsity’s Statement of Faith as a maturing disciple of Jesus Christ
- High school diploma or equivalent; some college preferred
- Flexibility to attend Urbana Student Missions Conference every three years, Dec. 26-Jan.1, and National Staff Conference every three years, approximately Jan. 3-8.
- 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
- Demonstrated ability and commitment to work in a diverse team environment
- Be a contributing member of the IVP community
- A working knowledge of current Microsoft Software applications (Word and Excel) is preferred

External Candidates: Please see instructions at <https://www.ivpress.com/jobs-and-internships> 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 send this, along with your current resume to ivpcareers@ivpress.com.

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)