



ORDER OF FRIAR SERVANTS OF MARY

USA Province

SERVITE DEVELOPMENT OFFICE

Job Description

POSITION: Customer Service Representative

ACCOUNTABILITY: Director, Servite Development Office

SUPERVISES: None

FLSA Status: Nonexempt

GENERAL SUMMARY

The Customer Service Associate's main responsibility is representing the Servants of Mary Development Office. In addition to the Development Office products and services, the customer service associate needs to be familiar with the Servite mission and ministries. They are the initial contact with the public and potential donors.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Answer telephones and handle product requests, donor questions and general services
2. Receive and process religious orders, enrollments, prayer petitions
3. Verify and correct donor records
4. Open and process mail
5. Fill and complete orders for religious goods
6. Data Entry of donations and credit cards
7. General office correspondence/letter writing

REQUIREMENTS/QUALIFICATIONS

Bachelor's degree preferred but not required

Minimum of three (3) years in customer service or related field preferred

Intermediate computer skills or familiarity with CRM systems

Ability to take direction and be flexible

Ability to work in a team environment

Ability to take initiative when necessary

Strong communication skills

Knowledge of and respect for Roman Catholic faith and practices

Patience and excellent interpersonal skills required

Contact: James Foerster, Director of Communications

jamesfoerster@servitesusa.org

773.533.0360 x213

708.795.8885