

CUSTOMER SUPPORT ASSOCIATE



Who we are: In 1986, God set a cornerstone for biblical hope and practical help called HOPE FOR THE HEART. Lives changed. New hope spread. A simple desire to help people navigate life challenges led to national broadcasts, counseling services, international outreach, training programs and biblical resources on more than 100 topics spanning 36 languages in 60-plus countries.

Location: The Hope Center - Plano, Texas

Department: Customer Service

Type of position: Full-time, Non-Exempt, Mon – Fri

General Description: HOPE FOR THE HEART is looking for a responsible, detail oriented Customer Support Associate that will provide the upmost of service to those contacting HFTH through inbound phone calls, emails and live chat for information regarding ministry resources. This position requires excellent data entry in key areas, such as orders, refunds, donations and financial record keeping.

Key Responsibilities:

- Provide customer service through knowledge of products and services, to meet customer's expectations while increasing the level of customer satisfaction
- Respond to customers professionally, courteously, and caringly. As good stewards, responsibility for maintaining ministry integrity is necessary when responding to HFTH contacts
- Ensure essential data is accurately captured for account needs via the phone, mail, email, web or online chat
- Properly enter incoming order, donation, and contact information into data system
- Responsible for responding to incoming voice messages and emails as well as online chat messages
- Responsible for daily recordkeeping of sales and donations
- Provide support services to other departments in order to meet the needs of the ministry
- Master the essential knowledge of HFTH products and services offered
- Show the ability to initiate all necessary steps of product/order/donation entry and handling.

Qualifications: College degree or equivalent combination of education and experience

To Apply: Email your cover letter and resume to jobs@hopefortheheart.org. No calls, please.

For an overview of our ministry and to view more career opportunities, visit our website at www.HopeForTheHeart.org