



## **Customer Service Representative**

### **Position Summary:**

The position is responsible for providing excellent, accurate, quality customer service and sales experience delivered professionally at all times.

### **Duties:**

#### **Primary Focus:**

- Answer inbound & make outbound calls to establish and deepen client/partner relations
- Maintain and update account records
- Process orders, research requests, and inquiries
- Seek up-selling opportunities to grow revenue
- Maintain BWM product knowledge to make sound recommendations
- Intimately understand all system functions (BWM Website, CMS400, MicahTek-CMS/NetView, Network Solutions email system, Microsoft Outlook, phones, etc.)
- Handle all customer service calls in excellence
- Familiarity with social media and ability to assist partners/friends
- Comfortable praying with callers if needed
- Willing to work evenings and weekends when needed (primarily during conference time)
- Respond to incoming email inquiries

Support miscellaneous tasks as assigned by the Director or Manager.

### **Skills/Qualifications:**

- 2+ years Call Center or Customer Service experience
- 3+ plus years working in an office or related professional environment
- Proficient in data entry/keyboard usage
- Knowledgeable of Microsoft Office, internet, and social media
- Integrity and commitment to the vision of BWM, LWCC, and related entities
- Heart and passion for Dr. Winston's vision
- Ability to hear God and keen sense of the Holy Spirit's leading
- Highly motivated with effective interpersonal skills
- Ability to listen effectively and communicate clearly, both verbally and in written form
- Problem solver
- Attention to detail
- Demonstrated ability to think ahead and plan
- Ability to organize and manage multiple projects/priorities
- Ability to sit for long periods

***Resumes and cover letters should be submitted via email to: [Hr@livingwd.org](mailto:Hr@livingwd.org)***