

**Bilingual**  
**BWM Customer Service Representative**  
**(Potential Hours 11:30a-8:00p)**

**Position Summary:**

The position is responsible for providing excellent, quality customer service and sales experience while maintaining professionalism and integrity.

The candidate must be fluent in English and Spanish, verbally and in written communication.

**Primary Duties include:**

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 in order 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 bilingual customer service calls and product inquiries  
Assist with editing and translating Spanish materials when needed

**Secondary Duties include:**

Familiarize self with social media  
Offer prayer to callers when required  
Assist where needed  
Willing to work evenings and weekends when needed (especially during conference time)

**Skills/Qualifications:**

2+ years Call Center experience  
3+ plus years working in a 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 (English & Spanish)  
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 of time  
Good sense of humor