

**CUSTOMER SERVICE REPRESENTATIVE**  
**Full -Time**

**Overview:**

Terri Savelle Ministries is committed to providing our Partners and Friends with exceptional customer service while exhibiting the highest level of integrity and Biblical values. Our Customer Service Representatives serve as a primary point of contact and must reflect the heart and mission of TSFM at all times.

**Responsibilities:**

- Provide excellent customer service to a diverse group of callers and internet visitors
- Pray with callers to minister to their needs, draft prayer communications, and recommend ministry resources
- Research the database for the appropriate customer accounts
- Add new accounts as needed
- Maintain and modify accounts
- Process mail, requests, orders, contributions and inquiries
- Research available resources for appropriate answers to issues and complaints
- Proficiently assist callers with TSFM website support
- Maintain ongoing knowledge of TSFM products
- Maintain positive communication toward Partners and Friends at all times
- Actively contribute to a good working environment at TSFM
- Other responsibilities as assigned
- Keep constituents information confidential at all times
- Participate in TSFM events – Icing and NEXT

**Qualifications:**

- High school diploma or equivalent
- Efficient data input and processing skills
- Minimum 1 to 3 years relevant customer service experience; familiarity with international ministry offices a plus
- General knowledge of TSFM products, events, broadcasts, magazine and website
- Proficient with Microsoft Office applications
- Internet experience and comfort with current technology required
- Excellent telephone etiquette
- Utilize excellent customer service phone skills, proper tone of voice and continually display a spirit of service
- Excellent verbal and written communications skills
- Able to comprehend and speak English fluently and clearly
- Able to identify and resolve issues
- Detail oriented
- Able to sit at a workstation for extended periods of time
- Available to work overtime on an “as needed” basis
- Must maintain a good attendance record
- Attend and be a member of a church that believes the same foundational principles as TSFM
- Must work well with others, as a team and according to Romans 16:17, must not cause dissension, difficulties or divisions
- Born again believer, filled with the Holy Spirit and must adhere to the doctrines of this organization as upheld by Terri Savelle Foy and her appointed representatives

**Compensation**

- \$25,000 to \$40,000 annually, depending on qualifications and experience
- Health coverage provided after 90 days of employment