

## **CUSTOMER SERVICE MANAGER**

### **Employment Location**

Zion's Hope Headquarters – Winter Garden, Florida

### **Ministry Description**

Zion's Hope is a Bible-based ministry whose purpose is to proclaim to Jewish and Gentile people throughout the world their need for personal salvation through Jesus, the Messiah of Israel. The ministry is also committed to helping Christians grow in their understanding of biblical prophecy and the importance of Israel in God's plan for the Last Days.

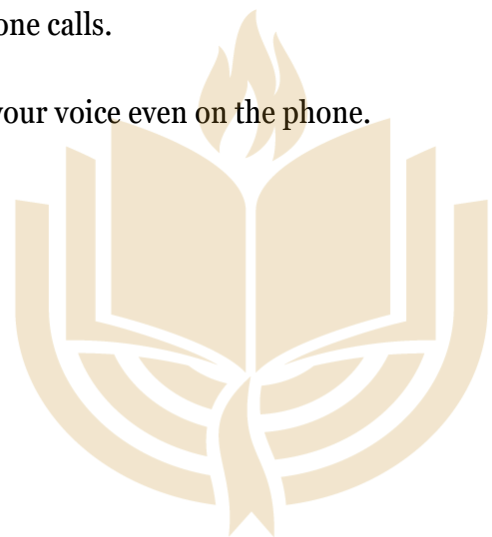
### **Job Description**

The Customer Service Manager will be responsible for overseeing the day to day activities of the department, including the facilitation of mail processing, deposits, data entry, and maintaining all donor information. This person will be responsible for overseeing customer service communications with constituents and donors of the ministry including, phone, email and in-person dialogue. This person will also assist with Zion's Hope special events and functions.

### **Job Responsibilities**

Employee will be expected to:

- Promote the mission and message of Zion's Hope.
- Prioritize personal integrity in all interactions and assignments.
- Oversee the Customer Service department.
- Be able to communicate professionally with all forms of ministry interaction and communication.
- Maintain confidentiality with donor and constituent's information.
- Be proficient on the computer and accurately using customer service software.
- Be able to multi-task between computer processes and taking phone calls.
- Oversee and assist with mail processing and online orders.
- Demonstrate a pleasant and positive attitude. Having a smile in your voice even on the phone.
- Troubleshooting customer and donor issues.
- Assist with Zion's Hope events and conference registration.



Zion's Hope

## **Job Requirements**

Applicants should:

- Have a personal, ongoing relationship with Jesus Christ.
- Agree with, and be able to sign our Statement of Faith.
- Regularly attend a local, Bible-believing church.
- Oversee mail, batch deposits, and entering into CRM.
- Oversee and process online orders into Shopify.
- Assist in fulfilling orders, print ship tickets, and process corrections and refunds.
- Generate receipt letters.
- Supervise the donor lists, updating contacts, subscriptions, and history in CRM.
- Maintain all customer communications in a timely manner.
- A certificate in the Shopify system would be a plus.
- (Preferred 7+ years of Customer Service experience.)

## **Contact**

**Dan Richardson**

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