



Customer Service Specialist

Hours: Full-time — Level 13 position

Revised 1/20

Line of Authority: Responsible to Operations Manager

SPECIFIC DUTIES

General Customer Relations

- Creates a warm, welcoming, and cheerful environment for all in the GEMS Global Office.
- Welcomes all visitors to GEMS Global Office; handles questions or refers to the appropriate staff person.
- Serves as Dynamic Youth Ministries (DYM) building receptionist, checking intercom and allowing guests into the building.
- Receives, fields, and handles GEMS phone calls, referring to other staff as necessary.
- Responds to daily GEMS e-mail requests and inquiries in a timely manner.
- Maintains/keeps current and organized the GEMS Global Office, GEMS supply room, library, and DYM lobby display.
- Notifies customers of changes in GEMS Global Office hours via phone, email, and social media postings.

Assistant to Executive Director (ED)

- Provides support for the GEMS ED, including managing the GEMS schedule/calendar, making travel arrangements, screening and handling telephone and email communications, greeting and serving guests, reconciling receipts, and handling administrative problems and inquiries, as appropriate.
- Keeps a close eye on ED's schedule, and prepares accordingly.
- Coordinates and encourages mailings on behalf of ED and GEMS Staff, including birthday cards, thank you cards, or happy mail.

Order Fulfillment

- Processes US in person, phone, and web orders for merchandise, as well as processes *SHINE brightly*, and *Sparkle* Magazines for US and Canada.
- Inputs all new, renewal, and cancellation requests for magazines including all third party (Magazine.com, etc.) subscriptions.
- Maintains files of backordered merchandise and ensures that orders are filled when merchandise is received into inventory.
- For events where merchandise is sold, processes supply orders and arranges for supplies to be shipped or transported to event location.
- Coordinates with DYM Mailroom staff to receive a count of all merchandise returned to GEMS Global Office; re-enters merchandise into inventory.

Publications/Mailings

- Coordinates and oversees scheduled publication mailings by preparing/maintaining/sending electronic mailing lists for: *SHINE brightly*, *Sparkle*, and other GEMS mailings to the DYM Mailroom and Canada Office.

- Provides accurate printing totals in advance of printing and mailing each magazine and publication issue.
- Updates email list for magazine newsletter and expiring subscription notice.

Membership and Promotion

- Works with Club Care Specialist (CCS) to maintain up-to-date list of churches with clubs, recording changes when received. When new clubs register, information is entered in the database and membership packet is mailed to new club. Updates the status of canceled clubs in the database.
- With CCS, keeps an up-to-date list of counselors, recording new information as received.
- With CCS, oversees the master list of clubs located outside of North America, communicating with International Club Coordinators, as requested.
- Prepares and sends any Information Packets, and/or promotional materials requests in a timely manner, as requested.

GEMS Events (Conference, Golf Outing, Celebration Dinner)

- Assists GEMS Staff in a variety of preparation activities, both pre and post-event.
- Serves on event committees, as needed.
- Travels to events, as needed, and assists in a variety of roles, which may include: registration, supply center, behind-the-scenes set-up, and more.
- Keeps the supply room clean and organized for future event use.

General

- Attends professional development opportunities, as requested.
- Assists with various other duties as assigned by the Operations Manager and/or GEMS ED.

SKILLS AND ATTITUDES NECESSARY

- Fully devoted follower of Jesus Christ and possesses a passion to see His Kingdom grow.
- Prior experience in administration and customer relations with outstanding references required.
- Highly organized, efficient, detail-oriented, and able to multitask very well.
- Courteous and polite at all times, with a warm and cheerful phone voice.
- Systematic, organized worker and problem solver; not easily flustered or discouraged by interruptions.
- Displays a servant's attitude toward helping others and values teamwork.
- Excellent keyboard and database management skills.
- Possess good data entry skills and have an understanding of Filemaker Pro, Word, and Excel.
- Be an integrity-filled person and always successful at maintaining confidentiality.
- Outgoing and helpful in serving all GEMS visitors and other DYM personnel.