

JOB TITLE: *Customer Support Representative*

STATUS: Full-time Equivalent (36-Hour Work Week)

HUB ROLE:

To serve as a member of the Customer Engagement Hub; understand the resources offered by WMU as well as the technical aspect of our systems and how our customers interact with our systems. Providing detailed information about resources and tech support are essential.

KEY RESPONSIBILITIES:

- Assist customers with their phone and online orders and tech support
- Become adapt to WMU's products through training from the hub manager and tech stack system representative. A strong understanding of the WMU's products to troubleshoot issues and guide customers effectively.
- To gather information and understand the customers concerns along with the ability to analyze issues as well as explain technical concepts in simple terms and effectively communicate with customers and colleagues.
- Assisting warehouse and other responsibilities as needed.

QUALIFICATIONS:

- High school diploma is required with some college is (preferred).
- Two to three years customer service/support/ and/or accounting work experience.
- Experience using computer-based applications and advanced knowledge of various applications of computer software (e.g., spreadsheet, word processing, database).
- Excellent organizational, multi-tasking, problem solving, and customer service skills (including good listening, grammar, and pleasant/tactful telephone manner).
- Member of the Christian faith and Southern Baptist church. Knowledgeable of SBC and WMU, preferred.

LIFESTYLE:

Our organization plays a vital role in fulfilling the Great Commission through the partnership and support of individuals, churches, and associations. Every employee of WMU, therefore, functions as a minister of the Gospel through our role in fulfilling the great commission with which we have been charged. All employees must commit to living a life of personal holiness in imitation of Jesus Christ and bringing glory to God the Father in carrying out all assigned responsibilities, by the power of the Holy Spirit.

If you are interested in this position, submit your resume to Human Resources:

- Email: hr@wmu.org
- US mail: 100 Missionary Ridge, Birmingham, AL 35242

Resumes are kept in our applicant database for 12 months.