

**Gregory Dickow Ministries & Life Changers International Church**  
**Job Description**

**Job Title: Customer Service Representative**

**Department: GDM**

**Start Date: Summer/Fall 2018**

**Reports to: Director of GDM**

**Job Summary:** The Customer Service Representative is responsible for timely communication with all GDM customers and partners. Their tone must always be with the intent to reflect the vision of GDM, while also carrying a professionalism that embodies warmth, efficiency, and excellence.

Customer / Partner Communication:

**A. Incoming Calls**

1. Place new order
2. Status of order
3. Billing issue
4. Refund / replace products
5. Complaints
6. Media schedule
7. Tax forms
8. Profile updates

**B. Outgoing Calls**

1. Call customers about declined credit card and hard copy forms
2. Courtesy calls if necessary
3. Return calls from messages left on GDM voicemail
4. Return calls from messages from Call Log

**C. GDM Emails**

1. Communicate to customer emails / partners per GDM Scripts
2. Categorize folders for all emails
3. If testimonies or prayer requests come in, please forward accordingly!

**D. Special Projects**

1. Help Product Fulfillment process orders as needed
2. Volunteer Recruitment: Constantly connect with people at LCIC and recruit for PF team.
3. Customer service calls for lower tier of GDM donors
4. Fill out dispute charge back forms and file
5. Processing mail batches and direct mail on our third-party server!

**E. LCIC Customer Service**

1. As tasks in GDM are completed, be ready and willing to do anything needed on the Life Changers Church side for any special events, shopping, and any customer service projects that may arise!