**POSITION DESCRIPTION**

**DIVISION:** Ministry Advancement

**LOCATION:** Headquarters

**REPORTS TO:** Director of Mobilization

**TYPE OF POSITION:** **X** Full-time 🞏 Part-time 🞏 Volunteer

**HOURS OF WORK:** 40 Hours/week - Typically 8 am to 5 pm

**INTRODUCTORY PERIOD:** 90 Days

The Customer Engagement Specialist (CES) is primarily responsible for engaging and building relationships with youth leaders that are in the Gospel Advancing community and serves them by providing strategic next steps, product and service information, resolving any related problems, and cross-sells or upsells products and events based upon the customer’s needs.

To be successful in this position, a CES must use a relational and need-based selling approach. As excellent communicators and problem solvers, they strive to create deeper, more intelligent conversations with new and existing customers, as well as with potential customers. As such, they must be well versed in Gospel Advancing Ministry, the YM market (needs, issues, resources available, etc.), and be the ministry’s product and event experts.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

*The Work Examples and Competencies listed are for illustrative purposes only and not intended to be exhaustive.*

*Customer Engagement (70%)*

* Understand and professionally articulate Dare 2 Share events, products, and services.
* Intentionally use the Gospel Advancing Ministry Sales Process as a tool to convert interested Youth Leaders into customers for our events, trainings and products.
* Utilize an array of communication channels (phone, text, email, voicemail, etc.) to connect with youth leaders, with the end-goal of engaging them verbally over the phone.
* Assist in covering live web chat with customers and new leads, answering product and service questions; suggesting resources (free & pay) based upon needs; resolving product or service concerns.
* Assists the Operations Department in following up with youth leaders on outstanding forms, etc.
* Be current on all Dare 2 Share products and their benefits, features and differentiators to be able to provide customized product/curriculum solutions to youth leaders.

*CRM System (25%)*

* Execute Salesforce CRM policies and procedures to ensure accurate execution of orders, updating information and tracking.
* Maintain financial accounts by processing customer adjustments.
* Work event funnels to ensure proper placement with the funnels and activity links in order to keep funnels accurate and to help with forecasting.
* Open and update customer records by updating lead and account information.
* Conduct weekly/monthly audits on customer data to maintain quality data within the system.

*General (5%)*

* Manage daily/weekly workload effectively, utilizing the system and calendar to help meet objectives.
* Attend weekly check-in and product training meetings as well as chapel.
* Travel to training events as required.

**COMPETENCIES REQUIRED**

* Bachelor’s degree
* Two years of sales experience and/or customer service experience required.
* Must have experience providing web chat, phone and email based sales and customer support, preferably in the non-profit, Christian, youth ministry space and in a call/support center
* Excellent verbal and written communication with solid problem solving/analytical skills
* Customer focus and the ability to handle customers professionally.
* Must have a track record of regular, predictable attendance, as well as excellent time management and multitasking skills
* Salesforce experience desired along with knowledge of Microsoft Word, Excel and Outlook
* Working knowledge of Youth Ministry culture.

**KEY PERFORMANCE INDICATORS FOR THIS POSITION:**

* Meet or exceed weekly outbound call standards
* Meet or exceed quarterly sales goals
* Maintain a current weekly activity log
* Follow up all voice mail, email, and web chat engagements within 48 hours

The Customer Engagement Specialist must have no reservations about the Dare 2 Share Ministries’ (D2S) “Statement of Faith” and “code of conduct”, must fully support the expressed purpose of D2S, and must be prepared to exercise and model the core values expressed by the ministry.