
JOB DESCRIPTION- DR. JAMES DOBSON'S FAMILY TALK

Updated: April 2015

POSITION TITLE: Customer Service Intern

POSITION REPORTS TO: Customer Service Supervisor

STATUS: Internship- Unpaid/School Credit

POSITION SUMMARY:

The Customer Service Intern provides excellent service through phone transactions to constituents to the Family Talk Ministry.

ESSENTIAL DUTIES:

- Resolve constituent complaints or changes to their accounts via phone conversations.
- Use telephones to reach out to customers and verify account information.
- Greet constituents warmly and ascertain the problem or reason for calling.
- Cancel, add or change account information as needed in the database.
- Advise constituents on company information.
- Take payment information for orders and donations through data entry.
- Inform constituents of upcoming promotions & campaigns.
- Pray with callers, if requested.
- Inform management of complaints and possible resolutions.
- Assignments from Customer Service Supervisor
- Other duties as assigned.

MANAGERIAL RESPONSIBILITIES:

None

INTERNSHIP QUALIFICATIONS:

Is a consistent witness for Jesus Christ; maintains a courteous, Christ-like attitude in dealing with people within and outside of the Ministry; adhere to the Standard of Moral Conduct and Statement of Faith; uphold Family Talk's ministry in prayer. Demonstrate behaviors inside and outside of the office that is aligned with Family Talk's core values.

REQUIRED EDUCATION, SKILLS, EXPERIENCE:

- Knowledge of Dr. Dobson's persona and "voice" for appropriate connection with constituents a plus!
- Excellent interpersonal skills.
- Ability to communicate effectively and tactfully at all levels, oral and written.
- Strong attention to detail and accuracy.
- Good problem solving skills.
- Strong organizational and analytical skills.
- Ability to function in a team environment.
- Ability to use good judgment to make decisions that affect information reported to the ministry.
- Excellent time management skills to determine best use of time with regard to relevance and deadline priorities.
- Flexibility to respond to changing work assignments quickly and accurately.
- Proficient in Microsoft and Mac office products.
- Attendance and arrival times are critical.

- Must pass a customer service questionnaire. (Given at interview)

PHYSICAL REQUIREMENTS:

Office environment

Some walking and gathering of information

Interacting with others for information gathering, training, and feedback

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. The incumbent must have the abilities or aptitudes to perform each essential function proficiently with or without reasonable accommodation. The ministry is a dynamic work environment where positions evolve and change. Therefore, the ministry reserves the right to modify, delete or add job duties, responsibilities and skills that are stated in this job description at any time.