

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: EWS Customer Support Specialist; *Full-time*
CLASSIFICATION: Non-exempt
REMOTE WORK STATUS: *Subject to supervisory discretion*
DEPARTMENT: Extend Web Services/Ministry Solutions
REPORTS TO: EWS Manager / Sr. Director, Ministry Solutions

SUMMARY

The Extend Web Services Customer Support will serve as the first point of contact for customer inquiries, assist with website projects, customer training needs, and provide administrative support to the EWS team. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian core beliefs and core operational values.

RESPONSIBILITIES:

1. Serve as primary point of contact for questions concerning website maintenance or technical support.
2. Monitor e-mail inquiries from EWS customers with support needs.
 - a. Create or update tickets for Support@ emails.
 - b. Handle assigned tickets or delegate tickets as indicated.
3. Set-up website projects
 - a. Verify domain information
 - i. Ensure sign-on information provided by customer is correct. If not, obtain correct information.
 - ii. Purchase new domain, if needed.
 - iii. Set up sub-domain, if needed.
 - iv. Enter appropriate domain information into customer profile.
 - b. Account creation in WHM (as proficiency allows)
 - i. Set up profile in WHM.
 - ii. Create and install database; enter into profile.
 - iii. Install template.
 - c. Template set-up
 - i. Create analytics; enter into profile.
 - ii. Create new contact form.
 - iii. Add logo.
 - iv. Add client specific content.
4. Assist with website trainings (as proficiency allows)
 - a. Schedule training with customer.
 - b. Conduct training.
 - c. Create user access on website.
5. May assist with content writing for blogs, newsletters, and websites.
6. Assist with administrative assignments and other projects as assigned by supervisor.

SUPERVISION (Received/Exercised)

Receive periodic supervision through the assignment of projects and setting of project goals/objectives and evaluation of results with periodic updating. Resolve routine problems that have minimal impact on organization.

QUALIFICATIONS

1. Minimum of two years of experience working in customer support role.
2. Undergraduate degree in business, marketing, communications, or other related area of study and/or demonstrated equivalent experience preferred.
3. Excellent verbal and written communication skills.
4. Effective interpersonal (customer service) skills to build rapport with clients and work well with other HBI staff, the Board, and the general public.
5. Technical skills – entry-level website development experience and CRM expertise a plus.
6. Experience working with Google Apps – Analytics, E-mail, Drive.
7. Experience with Microsoft Office programs - Excel and Word - for report generation.
8. Ability to make decisions and resolve problems based on established policies and procedures, and occasionally resolve problems not specifically addressed in policies and procedures.
9. Ability to handle details accurately and efficiently.
10. Ability to organize multiple projects and set priorities.
11. A willingness and desire to serve affiliates and other HB constituencies, including other staff, in support of and to promote Heartbeat International's life-affirming ministry and God's plan for our sexuality.
12. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's ministry of life.