

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: EWS Sales and Customer Service Specialist
CLASSIFICATION: Exempt
REMOTE WORK STATUS: Position eligible to work remotely
DEPARTMENT: Extend Web Services
REPORTS TO: EWS Coordinator / Sr. Director, Ministry Solutions

SUMMARY

The Extend Web Services (EWS) Sales and Customer Service Specialist will be responsible for Heartbeat's EWS sales and marketing, administrative support, and basic website development and technical support. 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. Facilitate sales for the EWS Program and encourage program growth.
 - Become a trusted, knowledgeable resource for marketing and educating prospective clients about the value of the Extend Web Services Program.
 - Reach out to potential customers, through telephone communication and other means (e-mail, etc.), inviting them to consider our services, answering questions and concerns, and advising how EWS can assist their Center.
 - Write proposals for potential customers.
 - Coordinate with the Extend team to develop and implement a marketing plan to include such initiatives as networking, advertising, sales presentations, print materials (articles and newsletters), and other promotional strategies.
2. Provide customer service support, ensuring customer satisfaction and retention.
 - Solicit feedback that can be used for product improvement. Use customer follow-up system to ensure websites meet specifications, that quality service objectives are met, and client goals are exceeded.
 - Work collaboratively with staff, customers, and vendors to service and/or produce an exemplary product that serves the customer well.
3. Compile data, maintain accurate records, and provide timely reports on program statistics involving sales, cancellations, retention, and customer satisfaction barometers.
4. Assist with website development and provide technical support as needed.
5. Assist with administrative assignments and other projects as assigned by the 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. Two years of experience in sales or customer service preferred.
2. College degree in Marketing 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 – Web Development and CRM expertise are a plus.
6. Experience with Microsoft Office programs - Excel and Word - for report generation.
7. Ability to make decisions and resolve problems based on established policies and procedures, and occasionally resolve problems not specifically addressed in policies and procedures.
8. Ability to handle details accurately and efficiently.
9. Ability to organize multiple projects and set priorities.
10. 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.
11. 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.