

J O B O P E N I N G

INTERVARSITY PRESS

430 Plaza Drive
Westmont, IL 60559
Phone: 630-734-4000

Job Title: Contact Center Representative (Part-Time)
(Job will begin August 1, 2010. Mon-Fri. 20-25 hrs per week)
Reports to: Contact Center Manager

We are taking applications for this job as of June 20, 2010

Direct inquiries to Kim Brown, Contact Center Manager

kbrown@ivpress.com

See listing at www.ivpress.com/jobs

Major position responsibilities:

- Receives customer inquiries through phone, fax, e-mail and mail
- Triages the response process and timing for customer contacts according to mode of communication, customer type, nature of request, and urgency of need.
- Accurately and efficiently enters orders into IVP database using system knowledge and research skills to assign discounts, terms, freight requirements, shipping mode, etc.
- Provides verbal or written response to customer inquiries according to unit standards for wording and response time.
- Analyzes and rectifies basic customer concerns using established procedures; refers more complex or unusual customer service questions appropriately.
- Processes e-mail for Academic and Order desk
- Contacts customers whose credit cards were declined
- Confirms and screens incoming orders
- Processes text adoption credits
- Processes enrollments during continuity drops
- Participates in the overall team requirements of the Contact Center:
 1. Adheres to a regular call schedule
 2. Coordinates breaks, lunches and other periods of absence from desk with others to insure service level and response time standards for the group are met at all times
 3. Regularly attends weekly CCC team meetings unless excused by CCC manager
 4. Ability to shift schedule according to work load and staffing needs with adequate advance notice
 5. Participates in other team building events
- Participates in the overall administrative requirements of the Contact Center:
 1. Order printing and distribution
 2. Contact documentation
 3. Order filing and retrieval
 4. Research, screening, routing
 5. Misc. projects that arise

Qualifications:

- Projects a professional, courteous, attentive, and informed attitude to all customers including internal
- Maintains a high level of knowledge regarding InterVarsity Press products, services, policies, programs and procedures, and for imparting this information upon request
- Responds to customer inquiries and needs with a commitment to quality resolution
- Ensures the efficient and satisfactory processing of Contact Center work
- Demonstrates initiative and follow-through
- Meets or exceeds all Contact Center performance and quality standards

REQUIREMENTS:

- Annual affirmation of InterVarsity's Statement of Faith as a maturing disciple of Jesus Christ
- High school diploma or equivalent
- Proficiency with computer database systems, e-mail, and alpha and numeric data entry
- Minimum of one year administrative or call center experience
- Ability to adopt a customer perspective
- Orientation toward group participation and team accomplishment
- Strong verbal communication skills, including pleasing voice quality and diction
- Ability to communicate effectively in writing
- Attention to detail
- Desire to learn
- Aptitude for learning new software programs