



Position Description

Position Title: Customer Service Representative
Reports To: Director of Resource Production and Fulfillment
Hours/Location: Part-Time, 12-16 hours per week, Fully Remote

SUMMARY

As a Customer Service Representative, you will be the frontline of Legacy Coalition, responsible for delivering exceptional service to our grandparents (customers). Your role will involve handling inquiries, resolving issues, and providing support through various channels such as phone, email, and chat. You will be expected to understand our products and services thoroughly, ensuring that you offer accurate information and effective solutions.

QUALIFICATIONS/REQUIREMENTS

- Strong Inter-personal Communication skills
- Customer-focused attitude
- Ability to handle challenging situations with patience and problem-solving skills

ESSENTIAL JOB DUTIES

- Handling customer inquiries and complaints via phone, email or text/chat with professionalism and empathy.
- Providing accurate information about products, programs, services and policies.
- Ability to learn and use computer software programs. Has own phone and computer.
- Resolving issues efficiently and effectively while maintaining a high level of customer satisfaction.
- Processing orders, returns, and exchanges in accordance with organization procedures.
- Documenting customer interactions and transactions in the CRM system.
- Collaborating with team members and departments to address complex issues and improve service delivery.
- Contributing to the continuous improvement of customer service processes and practices.

GENERAL REQUIREMENTS FOR ALL POSITIONS

- A Christian, willing to sign the Legacy Coalition Statement of Faith
- Preferably a grandparent, or soon to be one
- Able to work in a virtual environment and participate in meetings via telephone or Internet technology platform (currently ZOOM)
- Retired or working part-time.