

**The Foundry Publishing
JOB DESCRIPTION**

JOB TITLE: Customer Care Representative (English & Spanish) **EMPLOYEE:** _____

DEPARTMENT: Customer Care Team

REPORTS TO: Customer Care Supervisor

Date: February, 2022

Status: Non-exempt

RESPONSIBILITIES:

- Present a professional and friendly face to the customer with each interaction
- Serve customers by taking orders via phone, email, etc. and accurately entering those orders
- Respond to customer inquiries about products, services and/or account settings
- Obtain customer feedback and communicate that information through appropriate channels
- Upsell products and services as appropriate
- Develop knowledge of products and services offered by The Foundry Publishing and the Global Ministry Center to better serve customers
- Other duties as assigned

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS:

- High school education, minimum
- Proficiency in both English and Spanish languages
- Two years general business experience
- Demonstrates ability to coordinate a high level of activity under a variety of conditions and constraints
- Strong analytical and problem-solving skills
- Self-motivated, able to accomplish tasks quickly and effectively
- Excellent oral and written communication skills
- Proficient with programs in the Microsoft Office suite