

Employer: Church Universal and Triumphant
Team: Member Guest Services

JOB TITLE: MEMBER & GUEST SERVICES TEAM LEADER

Reports to: Chief Operating Officer

Job Status: Full-time, exempt, salary

Hours of Work: 40 hours per week, M-F

Benefits: Eligibility for Health Benefits, life insurance, Paid Time Off for vacation and sick leave, holidays, and 401(k). Additional information about these benefits is available from Human Resources.

Legal Holidays Observed: President's Day, Memorial Day, Labor Day, Thanksgiving and the day after, and Christmas Day.

SUMMARY

The Member Guest Services Team Leader serves as a working manager assisting members and seekers from around the world via phone, email and mail. Managerial duties include achieving team goals; setting employee work schedules; training employees and giving annual reviews; monitoring and improving team morale; overseeing the team budget; and measuring customer satisfaction.

A regular day includes providing troubleshooting with explanations of the Teachings, answering product and service questions, helping with online sales of products and services, updating customer account information, and resolving product and service problems. Prior to quarterly conferences, Advocates handle conference registration and work weekends. On the job training takes 3 – 6 months.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Managerial duties include: plan, meet and report on team goals/Key Performance Indicators (KPIs); provide employees oversight, direction, training and clear individual KPIs; give performance feedback and annual reviews; monitor and improve team morale and health of the workplace; oversee the team budget; approve/deny overtime and time off requests and set employee work schedules; monitor customer feedback and measure customer satisfaction.
2. Serves members and information seekers by providing product, event and/or member information and resolving product, event or membership issues via telephone calls, e-mails, faxes, and mail. KPI is timeliness of response and resolution as well as pleasantness of customer experience.
3. With knowledge of the organization and its offerings, refers members and seekers to resource information such as local centers, online free lessons, books or podcasts that match their interest and appropriate pages on the organization's website.
3. Utilize online stores to aid members purchasing products and services. Expedites prompt resolution of a complaint or problem. Register members and seekers for events.

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4. Comfortable and proficient with computer technology and software, specifically Microsoft Outlook, CRM software, online shopping carts, MS Word and Excel.
5. Data entry of payments and records transactions on customer accounts according to established database procedures. Maintains customer records by updating account information. Training will be provided.
6. Continue to develop template replies to answer the “most frequently-asked questions” and business questions received from members and seekers.
7. Actively participates in individual and team training. As appropriate, suggests improvements in operating procedures and systems workflow.
8. Leads the monthly customer feedback meetings on product and service needs. Provides clear and concise feedback to teams that work in the affected areas. Recommends potential products, processes, or services to other teams by collecting customer information and analyzing customer needs.
9. Brings excellent interpersonal communication skills to the team and team meetings.
10. Other duties may be assigned.

QUALIFICATIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Work Experience

Either a Bachelor degree (B.A. or B.S.) or equivalent or two to four years of related customer service experience and/or training; or equivalent combination of education and experience. Prior customer service work experience preferred.

Must be eligible to work in the United States and be willing and able to live in Montana at or near the international headquarters in Gardiner, MT.

Knowledge, Skills, and Competencies

Customer Focus: Has a desire to help or serve others; takes personal responsibility for correcting member and guest service problems promptly and non-defensively; follows through on client inquiries, requests, complaints; gives friendly, cheerful service; and encourages and tracks member and seeker feedback. Understands and demonstrates the professional standards and business tone required to communicate with clients in a professional manner vs. the more personalized conversational tone often used with members and seekers.

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Team Skills: Able to work on a cross-functional, self-directed team; facilitate meetings, make decisions, and effectively give and receive feedback; have good interpersonal communication and conflict resolution skills; able to engage in self-directed, continuous learning; is a team player; maintains flexibility in work schedule to contribute to the team's consistent qualitative performance and maximum effectiveness and productivity. Willing to be trained and to acquire new skills as needed.

Professional Skills: Demonstrate ability to flexibly and appropriately serve members, visitors and business clients with a balance of a heart-centered communications and software technical skills.

Communication: Able to effectively transfer thoughts and express ideas through speaking in individual or group situations; able to listen to others, understand and respond appropriately.

Telephone Skills: Able to build rapport with callers and to listen empathetically; process transaction requests during the phone call; and effectively interact with difficult or hostile callers when necessary.

Writing: Able to convey information clearly, and to compose, proof, edit, and format business correspondence; able to use grammar, punctuation, and spelling.

Computer Skills: Keyboarding skills; able to understand and work in CRM database software systems used in Member Guest Services; able to use and effectively save documents on a computer using MS Word, e-mail, and other office systems; able to effectively search the internet. Become fully informed of organizational web content as a key reference source for callers.

Problem Solving: Able to respond to common inquiries and complaints; define problems, collect data, establish facts, and draw valid conclusions. Able to discern when problems or situations need to be handed off to other teams.

Conflict Resolution: Able to recognize and diagnose conflict; able to depersonalize conflict and negotiate effective solutions.