

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: NextLevel Customer Support Specialist; Non-Exempt
REMOTE WORK STATUS: Position eligible to work remotely
DEPARTMENT: Ministry Solutions (NextLevel)
REPORTS TO: Sr. Director, Ministry Solutions

SUMMARY

The Customer Support Specialist is responsible for providing technical and product support for Heartbeat's NextLevel customers and sales team, including answering and making inbound and outbound phone calls to address technical questions, and sales, and service concerns. The Specialist will also be responsible for training new customers to effectively use the NextLevel Program. 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. Provide training and ongoing customer support to NextLevel CMS Centers.
2. Consult with Centers in a support model and document/prioritize new features to submit to the NextLevel team.
3. Work closely with Sales and Development to advocate Center needs and requests.
4. Provide technical support and troubleshoot set-up issues with program in the field.
5. Research, resolve issues, concerns, and challenges with the use of NextLevel CMS.
6. Support customer's use of the program by providing initial training and set up. Coordinate and conduct training on an as needed basis. Train new customers on best practices and most effective use of the system.
7. Conduct routine follow-up to customers to ensure satisfaction with the program and/or to mitigate any issues.
8. Provide back up support for preparing systems for the field, assist with shipping, and inventory management.
9. Maintain customer communication records in CRM database and ensure records are accurate and complete. This includes tracking all communication with Centers via telephone calls, e-mail, etc.
10. Provide quality Christian caring service to all customers and contacts, including sharing the Gospel of Jesus Christ by word and example as may be appropriate.
11. Process invoices and payments from customers and vendors. Ensure accurate, timely billing and payments.
12. Assist with evaluation of the NextLevel program. Solicit/gather and compile information from Centers to assist with determining needs and the ability of NextLevel to meet those needs. Stay current on information relative to the program (current technology, current resources, ideas for expanding services, pricing of similar resources, etc.). Make suggestions for maintaining and improving quality product and services and appropriate pricing.
13. Maintain accurate records and provide timely reports on program statistics involving sales, cancellations, and customer service issues. Track information/statistics, compile data, and provide basic calculations. Format reports.
14. Assist with other projects as assigned by the supervisor.

SUPERVISION (Received/Exercised)

Receive periodic supervision in form of general parameters. Make non-routine decisions involving analysis of situations based on parameters established and past related experience ensuring service

provided conforms to HB's Christian pro-life mission, vision, and core beliefs and values. Decisions affect relationship with HB constituencies. Plan/organize work to meet deadlines.

QUALIFICATIONS

1. Minimum of 3 years of customer service experience required.
2. Two+ years of Pregnancy Center experience a plus.
3. College degree in Marketing or other related area of study and/or demonstrated equivalent experience preferred.
4. Excellent verbal and written communication skills, with the ability to clearly communicate technical information to both technical and non-technical audiences.
5. Effective interpersonal (customer service) skills to build rapport with clients and work well with other HBI staff, the Board, and the general public.
6. Strong technical skills a plus.
7. Experience with Microsoft Office programs - Excel and Word - for communications and report generation essential. Quickbooks experience a plus.
8. Ability to handle details accurately and efficiently.
9. Strong self-motivation and desire to advocate for Centers essential, in addition to strong organizational skills, and ability to manage time and effort to maximize results.
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.