

# The Southern Baptist Theological Seminary

## Position Description

**Position Title: Inbound Call Center Ambassador**

**Department: Institutional Advancement**

**Position Code:**

**Date Prepared: 8/15/18**

**FLSA Status:**  Exempt  Non-Exempt

Full Time: Yes  No

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### **JOB SUMMARY:**

The Inbound Call Center Ambassador is responsible to provide outstanding customer service to those calling in response to the Digital Marketing Initiative. In addition, the person in this role will assist in corresponding with donors and other tasks as necessary.

### **ESSENTIAL JOB FUNCTIONS:**

The employee in this position will have the following essential job functions:

- Receive inbound customer calls, chats and email inquiries from the Digital Marketing Initiative
- Analyze customer problems then research, locate, and provide solutions
- Provide additional services by recognizing opportunities to explain other products and services
- Diagnose caller issues through process of elimination and by asking probing questions
- Provide easily understood answers adapted to the customer's situation
- Process donations and enter updated donor information
- Create and send out "Thank you" notes to donors in response to gifts to the Digital Marketing Initiative

Performs other duties as may be assigned by supervisor.

### **EDUCATION:**

A bachelor's degree is preferred.

### **EXPERIENCE:**

The person in this position must demonstrate exceptional communication skills, creative initiative and administrative capacities.

### **WORK ENVIRONMENT:**

The person in this position will work in an office environment and various local church or organizational buildings as travel requires.

**EQUIPMENT:**

The person in this position will use typical office equipment: Apple, PC products and software.