Job Title: Customer Care Specialist

Department: Solutions/Sales

Reports To: Affiliate Engagement Director

Supervisory: N/A

Category: Full-Time, non-exempt

Location: Colorado Springs, CO; Up to 15% travel required

Our Mission: Revolutionizing the meaning of Pro-Life by empowering and supporting Pregnancy Centers through creative Solutions.

Our Vision: To equip and support Pregnancy Resource Centers in the USA and worldwide so they may more effectively reach and serve abortion-minded expectant mothers.

Our Values: Affirmation, Joy (Joyful Culture), Intentionality, Transparency, Excellence

Organizational Strategic Objectives:

To eradicate the current culture of death by changing the Pro-Life conversation, employing Love, Compassion, and Action.

To develop and implement cutting-edge programs, products, consulting, and training for Pregnancy Resource Centers that respond to the needs of women in unexpected pregnancies in their communities.

To build a faithful community of Pro-Life supporters who leverage their resources to come alongside those on the front line of the Pro-Life Movement, including offering grants to local Pregnancy Resource Centers desiring to provide mobile medical services to their abortion-minded clients.

Customer Care Specialist Job Summary:

Develop Affiliate Care program and protocol that supports Affiliates at every step of the mobile ministry process. Serve as primary point of contact for all PRC inquiries and facilitate communication to resolve issues. Follow-up to ensure issues are resolved, deadlines met, and questions answered. Contact Affiliates quarterly to hear stories and challenges, brainstorm solutions, and provide additional follow-up. Create new ways to love and support Affiliates. Follows up on MMU delivery, ensures PRC satisfaction. Occasional travel to Affiliates. Supports
the Vice President in all day to day administrative functions including setting appointments, responding to emails, and other tasks as assigned.

Key Results:

Key Result #1 - 55% Affiliate Care:
Develops system for ongoing care and support of Affiliates to promote a culture of quality and generosity.
Manage communication with all Storks Affiliates. Responds to all PRC communication, collaborates with team to facilitate resolution of issues, follow-up to ensure customer satisfaction, develops methods for Affiliate feedback and response, and reaches out quarterly to non-responsive PRCs.

Key Result #2 - 40% Executive Assistant to the Vice President:
Support the VP in all day-to-day operations of a fast-paced, client-centered environment. This includes managing calendars, assisting with data entry and note taking, managing email, filing, booking travel, creating expense reports, and other administrative tasks as assigned.
Assists with creation and delivery of department and client communications; including drafting emails and proof-reading internal documents.
Responsible for main incoming contact line, returning phone calls, gathering additional information and issuing messages as needed.
Takes the lead in coordinating team events, special occasion recognitions, and team member special needs (eg. work anniversaries, birthdays, family emergencies).

Key Result #3 - 5% Travel to Support Affiliates:
Travels to annual conferences to manage Affiliate dinner and events, may be called upon to make follow-up visits to PRCs for post-MMU delivery.

Critical Qualities:
A growing, mature Christian faith
A genuine passion for Life and the mission of Save the Storks
Disciplined, with focused priorities and a sense of urgency
Strong organizational skills; goal driven; results oriented
Professionalism in demeanor, written and oral communication
Teachable, receptive to feedback, open to new approaches & ideas
Commitment to excellence in the development and growth of the organization as well as individual professional development
Demonstrated willingness to be flexible and positive in a changing work environment; able to gracefully navigate stressful situations
Compensation:
This position is hourly wage (based on qualifications), full-time, with benefits available after 90-day probation.

The information provided in this document is intended to describe the general nature and level of work expected to be performed by the person assigned to this job. This document is not meant to be an exhaustive list of all duties, accountabilities, skills and working conditions associated with this position.