Andrew Wommack Ministries Canada

https://awmc.ca/careers/awmc-customer-care-volunteer/

AWMC Customer Care Volunteer

Employment Type
Part-time

Department
Customer Care

Reports to
Customer Care Manager

Job Location
Toronto (Onsite)

Working Hours
Minimum 3 days/week

Date posted
05/21/2026

Description
Line of Accountability:

- The AWMC Customer Care Volunteer will report to the AWMC Customer Care Manager, who will report to the AWMC Director. The AWMC Director will report to the World Outreach Regional Director and ultimately to World Outreach.
- The AWMC Customer Care Volunteer will be subject to all policies and procedures established by World Outreach

Responsibilities
Duties Specific:

- The AWMC Customer Care Volunteer will represent the heart and vision of Andrew Wommack and the ministry, providing excellent back-office support to the team and manager.
- The AWMC Customer Care Volunteer will maintain accounts by entering and maintaining donor account data in the AWMC donor software.
- The AWMC Customer Care Volunteer will be competent to process orders and donations generated through the mail, phones, web link and AWMC.
- The AWMC Customer Care Volunteer will respond to donor inquiries, redirecting to other departments, various order requests, and payment problems in a prompt and courteous manner by phone or by generating email and/or mail letter correspondence.
- The AWMC Customer Care Volunteer will attend team meetings. Participate in customer care team meetings, bringing new ideas to the Customer Care Manager.
- The AWMC Customer Care Volunteer will assist the Customer Care Manager with various tasks and projects as needed.

Qualifications

- Must be in agreement with the doctrinal statements of Andrew Wommack Ministries and Charis Bible College.
- Completed 1st year at Charis Bible College (preferred).
- Outstanding attendance & work ethics.
- Good typing/keyboarding skills – must be able to type a minimum of 25 WPM.
- Acute attention to detail. Strong spelling, grammar, and math aptitude skills.
- Problem-solving and investigative skills.
- Outlook skills

Guidelines / Expectations

- The AWMC Customer Care Volunteer will conduct themselves according to the guidelines of the ministry. They will be held to the standards outlined in the employee “Code of Conduct” portion of the directives. They will maintain a professional relationship with each of the people they interact with while operating within the scope of their positions