

# Andrew Wommack Ministries Canada

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## Customer Care Agent

### Description

#### General purpose:

- To take orders from the general public and relay all requests for products to the proper channels for processing.
- To provide help for all contacting the ministry location, providing general information, and assistance for purchases.

#### Line of authority:

- The Andrew Wommack Ministries Canada Customer Care Agent will be the first line of communication with customers placing orders and will oversee the request for all products from Andrew Wommack Ministries Canada and Charis Bible College.

#### Line of accountability:

- The Andrew Wommack Ministries Canada Customer Care Agent will report to the Andrew Wommack Ministries Canada Customer Care Manager, who will report to the Andrew Wommack Ministries Canada Operations Manager, who will report to the Director of Andrew Wommack Ministries Canada, who in turn report to World Outreach Regional Director and ultimately to World Outreach.
- The Andrew Wommack Ministries Canada Customer Care Agent will be subject to all policies and procedures established by World Outreach.

### Responsibilities

#### Duties General:

- The Andrew Wommack Ministries Canada Customer Care Agent will work with the public in taking all orders for product offered by the ministry.
- The Andrew Wommack Ministries Canada Customer Care Agent will ensure the proper routing for orders, tracking all customer information and will communicate any problems with their line of accountability.
- The Andrew Wommack Ministries Canada Customer Care Agent will follow all policies and procedures established by World Outreach.
- The Andrew Wommack Ministries Canada Customer Care Agent will receive phone calls from the public, and work to answer all requests, including general information.

#### Duties Specific:

- The Andrew Wommack Ministries Canada Customer Care Agent will answer customer calls to process product orders, process donations and accurately input customer information into various system applications.
- The Andrew Wommack Ministries Canada Customer Care Agent will represent the heart and vision of Andrew Wommack and the ministry, providing excellent customer service.
- The Andrew Wommack Ministries Canada Customer Care Agent will serve as the first line of contact for the public, answering any questions concerning the ministry or products.

### Hiring organization

Andrew Wommack Ministries  
Canada

### Employment Type

Full-time (Onsite)

### Department

Customer Care

### Reports to

Customer Care Manager

### Job Location

300 Steeprock Dr., M3J 2X1, North  
York, ON, Canada

### Working Hours

37.5

### Date posted

September 9, 2024

- Account Maintenance – Enters and maintains donor account data in the AWMC donor software. This includes contact information, ministry partnerships, recurring transactions, notes, and codes and create new accounts.
- Orders and Donations – Must be able to use different applications to process product orders and donations generated through the mail, phones, web link and AWMC/Charis meetings.
- Quality Work – Ability and desire to produce quality work.
- Customer Service – Responds to donor inquiries, redirecting to other departments, various order requests, and payment problems in a prompt and courteous manner via phone, or by generating email and/or mail letter correspondence.
- Team Meetings – Participates and input in customer care team meetings, bringing new ideas to the Customer Care Manager.
- Assist 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).
- One year of inbound call center or customer service experience is an asset.
- Deliver first class customer experience answering questions, troubleshooting issues, and providing information in response to concerns and requests.
- Enjoy fast-paced days full of problem-solving and connecting with customers by phone via inbound calls.
- Have the ability to connect with customers with empathy & offer helpful solutions. • Outstanding attendance & work ethic.
- Strong ability to navigate multiple systems while speaking with customers.
- Good typing/keyboarding skills- must be able to type minimum of 25 WPM.
- Knowledge of MS Excel and CRMs (Customer Relationship Management) is an asset.
- Acute attention to detail. Strong spelling, grammar, and math aptitude skills.
- Problem-solving and investigative skills.
- Strong technology and software skills (including Microsoft 365).
- Bilingual in French and English is an asset.
- Must be legally eligible to work in Canada.

## **Guidelines / Expectations**

- Andrew Wommack Ministries Canada Customer Care Agents 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 oversee while operating within the scope of their positions.