



COVENANT CHURCH

Covenant Church has an immediate opening for an experienced **Care Center Specialist**. This is a full-time (40 hour/week) position in our **Care Center** at our **Carrollton campus**. This position will assist our ministry by interacting with members, associates, staff and others via phone and email. The heart of this area of ministry is to serve by addressing needs and concerns of those seeking guidance, assistance or general information within the church.

The job description below represents the major tasks and duties. This is not intended to be an exhaustive list of all the responsibilities. Therefore, the individual may perform other related tasks as deemed appropriate.

Duties include, but are not limited to:

- Assist members with questions, providing accurate information or routing to appropriate contact
- Give timely, effective resolution of member concerns
- Update member information as needed
- Follow up on member requests and return members calls
- Provide assistance with website questions, promotions, events and other information as requested
- Conduct outbound calls as directed by oversight
- Prepare membership and Servant Leader applications for processing
- Maintain integrity for membership database
- Represent the church in a positive and professional manner in all interactions and correspondence
- Assist other areas of ministry as needed

Knowledge/Skills Required:

- Compliance to assigned work schedule
- Detail oriented and capable of high volume of multi-tasking
- Strong written, verbal and organizational skills
- Must accurately perform clerical and administrative duties (typing, spelling, grammar, etc.)
- Must be proficient in MS Office (Advanced: Word, Excel, Outlook)
- Must be Customer Service oriented
- Extensive organizational and time management skills
- Must possess the ability to produce in a fast-paced environment
- Must possess a “can-do” attitude with the ability to multi-task
- Must exhibit a professional and pleasant demeanor
- Proven experience in office environment
- Minimum of 2 yrs. experience (*preferred*)
- High School Diploma
- Fellowship One +
- Non-profit +

Ability to:

- Maintain the strictest level of confidentiality
- Understand and follow oral and written instructions and directions
- Prioritize and organize a variety of tasks and responsibilities (multi-task)
- Establish & maintain effective working relationships with all Covenant Church Staff
- Maintain a sensitivity to situations and needs of guests/callers
- Communicate effectively
- Process and research from an analytical standpoint
- Problem solve effectively
- Reliable and energetic
- Self-motivated

Must be/have, but are not limited to:

- Covenant Church member in good standing
- Committed to Covenant Church, the vision and core values of the ministry
- Personal and spiritual maturity to function among varying levels of ministry personnel and leadership
- Committed to ongoing personal Spiritual growth
- Willingness to learn new methods and software
- Must be able to work additional hours (as needed)
- Must be able to sit or stand for prolonged periods of time
- Must be able to maintain continuous sitting, standing, walking, stooping, kneeling, reaching, pushing, pulling & carrying
- Must be able to continually turn & flex or rotate the wrist(s), hands, fingers and spine
- Must be 18 years of age and have valid State Driver's License
- Must pass background/criminal history check
- Must be able to provide proof of eligibility to work in the U.S.
- Bilingual +