



saint mary's press
touching hearts. enlivening minds.

Customer Care Associate

General responsibilities: To be a service representative to our internal and external customers, in person and on the phone, and to perform various clerical and customer care duties daily such as processing orders and responding to customer needs.

Specific operating responsibilities:

- ◆ Receive incoming phone calls and direct the calls to the appropriate staff member or help the customer when they have questions or need to place an order.
- ◆ Be courteous, friendly, articulate, and willing to help.
- ◆ Receive and distribute company facsimiles received daily.
- ◆ Print, prepare and mail customer invoices daily.
- ◆ Enter web orders and customer faxed orders.
- ◆ Process elearning requests and keep updated and proficient on working with our digital offerings.
- ◆ Process/enter customer orders daily (phone/conference).
- ◆ Assist assigned sales rep with order entry, etc.
- ◆ Process credit memos as needed/necessary.
- ◆ Enter Bible Grant orders.
- ◆ Process new customer web requests to be added to the SMP mailing list in database.
- ◆ Maintain necessary product knowledge.
- ◆ Create promotional codes for marketing and sales needs (including overall & master campaign codes)
- ◆ Create new market segment templates when needed.
- ◆ Serve as back up in monitoring and responding to SMP email when needed, including teacher verifications.
- ◆ Database entry and clean up as needed.
- ◆ Follow-up with assigned bookstores, alerting to new products or special offers. (Quarterly)
- ◆ Create sales opportunities in our customer management database.
- ◆ Make focused outbound follow-up calls to customers in the customer care sales territory as requested.
- ◆ Willingness to travel occasionally to national conferences with an SMP team if requested.
- ◆ Other duties as assigned

Knowledge and Skills

- ◆ 2+ years of customer service experience
- ◆ High school diploma - 2 yr. degree preferred
- ◆ Strong working knowledge of MS Word, Excel and Outlook
- ◆ Desire to learn and keep pace with digital technology
- ◆ Excellent verbal and written communication skills
- ◆ Attention to detail and organizational skills
- ◆ Demonstrated team work ethic
- ◆ Good customer service and interpersonal skills
- ◆ Good judgment and adaptability

Please send resume with cover letter and/or COVER VIDEO to: humanresources@smp.org