LASALLIAN EDUCATIONAL AND RESEARCH INITIATIVES

St. Mary's Press embodies the forward-thinking mission of the Institute of the Brothers of Christian Schools. We are a nonprofit organization dedicated to empowering the next generation, creating opportunities that drive holistic human and spiritual growth. Our commitment is to young people, providing cutting-edge research and publishing initiatives that inspire their full potential while supporting the educators and mentors who guide them on their journey to becoming well-rounded individuals.

We are seeking an energetic and highly motivated individual to join our team as a Care Team Associate. This role provides responsive, professional customer service and administrative support to Saint Mary's Press customers. Responsibilities include managing incoming inquiries, processing orders, supporting billing and account maintenance, and assisting customers with the company's print and digital resources. Also provides administrative support for copyright permissions, licensing, and intellectual property matters. Conducts targeted outbound calls to follow up on open sales opportunities and support customer engagement and revenue growth. Contributes to a positive customer experience while supporting the efficiency and effectiveness of the Customer Care team.

Key Responsibilities

Serve as the primary point of contact for incoming customer calls, responding to inquiries, assisting with orders, and directing calls to the appropriate staff
Provide friendly, courteous, and professional customer service with a helpful, solutions-oriented approach
Conduct targeted outbound customer follow-up calls
Create and maintain sales opportunities within the Customer Relationship Management (CRM) database
Prepare and email customer quotes, invoices and account statements
Enter and process customer orders received by phone, email, web, and fax
Process eLearning requests
Process credit memos for invoice adjustments and product returns
Maintain current knowledge of company products, services, and ordering procedures to effectively assist customers
Provide backup support for monitoring and responding to general company email inquiries
Perform routine database maintenance, data entry, and record cleanup
Perform other related duties as assigned.

Permissions, Copyright, and Licensing Support

Respond to external inquiries about using SMP intellectual property and explain general conditions for obtaining permission
Administer copyright registrations, trademark applications, scripture licenses, and permission agreements, including renewals, payments, and recordkeeping.
Coordinate with legal counsel on intellectual property matters and related compliance requirements
Complete CIP applications as needed.

Core Competencies

Customer Service Excellence
Communication Skills
Organization and Attention to Detail
Problem-Solving

Product and Systems Knowledge
Administrative and Data Management
Copyright and Licensing Administration
Collaboration and Teamwork
Initiative and Accountability
Adaptability and Continuous Learning

Qualifications
High school diploma - 2 yr. degree preferred
2+ years of customer service experience
Strong working knowledge of MS Word, Excel
Desire 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
Bilingual in English/Spanish is a plus
Knowledge of the Catholic Church, diocesan and parish ministry structures, and the Catholic education and faith formation marketplace preferred

We recruit, develop, and retain talented people from diverse communities and foster a culture of equity and inclusion within our organization. We welcome and encourage applicants of all backgrounds and identities, and employment is based on personal capabilities and qualifications without discrimination because of race, color, creed, religion, gender, sexual orientation, genetic predisposition, age, national origin, disability, or any other protected class or characteristic as established by law. As an equal opportunity employer, we recognize that our strength lies in our people and in our common commitment to serving the needs of young people and those who care for them.