



## American Baptist Home Mission Societies/Judson Press Is Searching for a Customer Engagement Associate

**American Baptist Home Mission Societies** has a vision of a better world. We seek to bring the healing Gospel to our hurting world, we seek new and creative opportunities for cultivating Christian leaders from all walks of life, for equipping disciples who broaden the understanding of what it means to follow Jesus. **Judson Press**, the ABHMS publishing ministries, seeks to provide high quality resources designed to encourage, educate, and equip disciples of Jesus Christ as they strive to be like him and the church as a whole as it seeks to fulfill Christ's mission in the world.

### Why do we need a Customer Engagement Associate?

The Customer Engagement Associate is a diverse role that includes customer service, sales, and marketing functions. The responsibilities range from order entry and answering phones to vendor relations and making sales calls. The Customer Engagement Associate is a highly motivated and customer-focused professional who is able to effectively multi-task and has a working knowledge of customer service business systems.

The Customer Engagement Associate is a full-time salaried Valley-Forge based position. The Customer Engagement Associate reports to the Director of Integrated Marketing. This position is open immediately.

### Essential Duties & Responsibilities

- Process phone, mail, e-mail and web book and merchandise orders for Judson Press and other ministries.
- Support the quarterly processing of curriculum updates and release of orders.
- Support the quarterly processing of Secret Place magazine orders and mailing.
- Daily processing of trade industry orders
- Assist with inventory entry and management
- Conduct sales calls via phone, email and in person, as needed
- Other duties as assigned

### Education and Experience

- Commitment to ABHMS values and mission
- Bachelor's degree in business or related field
- A minimum of one year of experience in customer service
- Exemplary customer service focus
- Strong communication skills and attention to detail
- Quick learner and highly organized
- Proficient Knowledge of Microsoft Office Suite
- Excellent interpersonal skills
- Knowledge of multi-line phone systems a plus
- Some knowledge of Spanish language required, bi-lingual candidates preferred
- Sales and marketing experience not required but a definite plus

**ABHMS** is a great place to work! We offer an excellent compensation package: competitive salary and benefits (health insurance, paid time off and paid sick time, participation in a fully-vested 403b). ABHMS provides the support needed to continue to develop our staff's knowledge, skills and abilities along their chosen career path consistent with ABHMS' missional priorities and objectives. We offer a safe, professional work environment located at 588 North Gulph Road in King of Prussia, PA.

Apply Now <http://abhms.org/apply>