



JOB DESCRIPTION

TITLE: Customer Service Representative

DEPARTMENT: Customer Service Team

DATE: October 2025

PURPOSE AND SUMMARY

To respond to customer support enquiries, proactively pursue new sales opportunities, conduct calls generated from renewal lists, process new and renewal licence applications received via phone, email or direct mailings, and maintain accurate customer records.

KEY SKILLS

- Excellent verbal and written communication skills
- Positive attitude and commitment to customer satisfaction
- Proficient in Microsoft Office
- Ability to multitask and manage time effectively
- Self-motivation and a team oriented attitude
- General knowledge of Christian music and church culture

REPORTING RELATIONSHIPS

- Reports to the Global Customer Service Manager
- Has no supervisory responsibility; however may be assigned to train other employees.

RESPONSIBILITIES

1. To respond to customer queries via telephone, email and letter in a timely and professional manner.
2. To participate in team meetings and training sessions to stay informed and up to date on company's products and services.
3. To ensure accurate information about products, services, policies, and procedures is provided to customers.
4. To maintain detailed and accurate records of customer interactions, transactions, and feedback in the company's CRM and email system.
5. To conduct introductory calls to prospective customers to explain product offerings.
6. To provide support through phone and video calls to assist in onboarding new customers by providing product demonstrations when required.
7. To provide support through phone and video calls to resolve customer issues and ensure a positive user experience.
8. To undertake other responsibilities from time to time as requested.

ACCOUNTABILITIES

1. Quality of Service: Responsible for ensuring accuracy and consistency in all customer communications and documentation.
2. Customer Retention: Accountable for helping with customer retention and increasing repeat business through positive interactions.
3. Recordkeeping Accuracy: Responsible for keeping complete, accurate, and up-to-date records of customer interactions and transactions in the CRM and email systems.
4. Team Contribution: Responsible for collaborating effectively with colleagues to meet overall departmental objectives.
5. Continuous Improvement: Accountable for identifying and reporting recurring issues, process gaps, or customer pain points to supervisor.