
Job Description

Job Brief: Customer Service Representative (Bilingual Spanish) full-time position with Al-Anon Family Groups. Founded in 1951, Al-Anon Family Groups is a "worldwide fellowship that offers a program of recovery for the families and friends of *alcoholics*, whether or not the *alcoholic* recognizes the existence of a *drinking problem* or seeks help. Customer Service Representative (Bilingual Spanish) will provide prompt customer service to members, via phone or e-mail, to identify members' needs, clarify information, research issues, and provide solution. Customer Service Representative will assist members who place literature orders and Forum magazine subscriptions, as well as inputting contributions from members into the database.

Job Description

Specific Duties & Responsibilities:

- Inputs literature orders, contributions, *The Forum* magazine subscriptions into database
- Assists customers via phone or e-mail
- Research literature orders, *The Forum* subscriptions, and contributions when ID information is not provided
- Handles the daily reconciliation
- Prepares daily orders for processing
- Receives returned mail and makes necessary changes or suspensions
- Research correspondence regarding literature inquiries from members
- Sends gift cards to new subscribers per *The Forum* giftee's request
- Inputs subscription data into the system daily, including new, renewal, changes, suspensions, deletions, etc.
- Performs daily filing
- Other duties as assigned

Requirements:

- Speak, read, and write in Spanish in general business context
- Detail oriented, excellent organizational and excellent communications skills
- Ability to work independently with limited supervision and work in a fast-paced environment
- Ability to interact positively with staff, fellowship, and the general public
- Proficient on an alpha-numeric computer keyboard; data entry rate of 45 wpm with little or no errors
- Proficient in 10-key
- To perform this job successfully, an individual should have knowledge of Database software
- Basic skills in Microsoft 365 products (Word, Excel, PowerPoint & Outlook)
- Working knowledge of database software, Microsoft Excel spreadsheet software and Microsoft 365

Education & Experience:

- High school diploma or general education degree (GED); or one-year job related experience and/or training; or equivalent combination of education and experience

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 40 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Travel:

This position does not require travel.

Job Type: Full-time

Pay: From \$29,120.00 per year

COVID-19 considerations:

Al-Anon Family Group Headquarters will continue to monitor the COVID-19 situation closely and will adjust policies as needed to ensure the continued safety of our staff.