

JOB DESCRIPTION

JOB TITLE: Church Relations/Sales Representative

DEPARTMENT: Sales & Marketing

REPORTS TO: Regional Church Relations Supervisor

RESPONSIBILITIES:

- Develop and maintain positive relationships with churches by contacting and assisting pastoral and church leadership on a regular basis
- Serve customers by taking orders via phone, fax, mail, e-mail and the NPH websites, and accurately entering those orders
- Obtain customer feedback and communicate that information through appropriate channels
- Execute sales campaigns as directed
- Upsell products and services as appropriate
- Develop knowledge of products and services offered by NPH and the Global Ministry Center to better serve customers
- Assist Regional Church Relations Supervisor and Customer Service Supervisor in miscellaneous projects as needed

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS:

- High school education, minimum
- Able to type 40 wpm, minimum
- Ten key by touch, preferred
- Previous experience in customer service and sales, preferred
- Excellent oral and written communication skills
- Outgoing, flexible, and able to work well within a team
- Self-motivated
- Able to multitask effectively
- Able to handle stress and deal with difficult situations and people
- Enjoy sales work
- Service oriented

CULTURE:

- Office environment: requires sitting at a work station, communicating with customers via telephone or email, and entering data into the computer
- Hours: 7:30 a.m. to 4:30 p.m., Monday - Friday, one hour lunch (half hour lunches may be required)