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EXECUTIVE ASSISTANT / CUSTOMER SERVICE REP JOB DESCRIPTION

Living Waters is a Christian para-church evangelism equipping ministry. Best-selling author Ray Comfort is our Founder/CEO (“Hell’s Best Kept Secret,” “God Doesn’t Believe in Atheists,” “The Evidence Bible,” etc.). We produce the popular television program *Way of the Master*. The program airs on Daystar, NRB, and dozens of other networks, in every state in America and in every country in the world. Living Waters is the maker of unique gospel tracts, books, and various resources. We have one of the largest Christian ministry YouTube channels in the world, with over 500,000 subscribers and 100+ million views. We have also produced several award-winning short films, such as “180,” “EXIT,” and “Evolution vs. God.” Our mission statement is that “Living Waters exists to inspire and equip Christians to fulfill the Great Commission.” Applicants are encouraged to learn more about the ministry at LivingWaters.com, before responding to this opportunity.

GENERAL DESCRIPTION OF ROLES

The Executive Assistant to the Vice President of Operations & Outreach (EA) will assist the Vice President as he coordinates and develops ministry projects. They will be responsible for assisting in project management, research, creating checklists, helping in the development phase of new resource creation (proofreading, etc.), assisting in campaign plan development as well as general day to day, ever-changing tasks.

As a Customer Service Representative (CSR), you would be responsible for daily interaction with donors, customers, and potential new customers, in person and through our call center. A CSR’s duties range from helping a customer place an order for our evangelistic resources, to assisting donors in processing their donations, to routing calls and questions to the appropriate ministry department. It will include being able to handle problematic calls regarding complaints, order issues, or ministry related projects or issues. The ideal candidate for this position will be naturally outgoing, friendly, kind, and warm in demeanor; a “people person.”

It’s an exciting role for a friendly person, who is a creative solution finder, and who is built for details and organization. The holder of this dual role position will spend roughly half of their day serving in each capacity.

RESPONSIBILITIES

- **Phone Assistance.** This will include taking orders over the phone, answering product questions, being able to give the occasional witnessing tip, and having the ability to compassionately reason with a caller who is upset with the ministry (e.g. an unsaved caller who was left a tract on their windshield). Professionalism, patience, and kindness are required in all situations. The candidate will also be trained to work in and handle cash for our on-site bookstore.

- **Order Packing and Shipping.** CSRs engage in packing and shipping shifts twice a day. They physically handle order merchandise for packing and move the packed order through our computerized shipping and distribution system. CSRs need to be able to lift boxes weighing up to 20 lbs.
- **Assisting the Vice President of Operations & Outreach.** This will include a wide-range of ever-changing projects, some small and mundane and some large and complex. They will act on behalf of the VP as needed.
- **Service Oriented.** The EA/CSR will largely focus on supporting the VP in making sure things happen, happen well, and happen on time. They will be directly working with various team members on various levels to make sure our projects are done with excellence and speed. A heart to serve others, humility, and clear communication are essential. As well, all CSRs share in fulfilling our various cleaning needs around the ministry and weekly administrate our Facebook Groups. Working product tables at periodic special events may be requested.
- **Organization.** This is a role for a detailed, clear-thinking, structured thinker. This person never waits to the last minute; they are strategic, forward thinking, and prepared. They are the person who is always early to the party and who doesn't forget their keys.
- **Project Management.** They will be responsible for thinking through steps to develop a project and making sure nothing is overlooked or forgotten. They will be a note taker. They will be married to their calendar and have a system for keeping everything organized (while understanding that leadership may radically shift priorities around with little notice, and be able to be at peace and joyful with the ever-changing nature of this role).
- **Solutions Oriented.** When working on any new project problems will arise; the EA/CSR will need to think things through, brainstorm solutions, coordinate with various team members, and present solutions.
- **Multitasking.** At any given moment there will be multiple projects in motion, with different deadlines. The ability to multitask and prioritize will be daily duty. The nature of this role will require the EA/CSR to be a proactive go-getter who is self-motivated.
- **Proofreading.** They will need an above average grasp of grammar and have the gift of finding typos, errors, misspelled words, etc. They will spend a fair amount of time proofing articles for typos, reviewing TV episodes looking for color or audio glitches, and the like.

PASSIONS & EXPERIENCE

- **Passionate for Living Waters' Evangelistic Mission.** The candidate must be fervent about honoring God and reaching the lost, and, therefore, will continually desire to find creative solutions to move that mission forward. They must have a heart for soul-winning in order to fully understand the motivation and practices of the organization and be able to work through their responsibilities with the correct mindset and personal experience and insights.
- **Creative.** An idea person. Eager to find more effective and innovate ways of doing things. Solution finder. They must have proven critical thinking skills, and be able discern pitfalls and see avenues for improvement.
- **Thrives in Dual Work Environment.** They need to be comfortable with working in both a team collaborative environment, and producing on their own.

- **Basic Computer Skills.** An acceptable candidate will need to be versed in general computer skills and programs such as Microsoft Office.
- **Customer Service Strengths.** The candidate must have a friendly and approachable personality and demeanor. They are the sort of person eager to study to learn a new skill. They will have a strong Christian character. They will have the ability to discuss basic, foundational biblical issues at a layman's level. They will possess a detail-oriented work ethic. Excellent phone and in-person communication skills is essential. They will be able to multi-task and receive direction from various supervisors.
- **Multi-Talented.** Through the years we've stumbled across wonderful hidden talents within our team; if you happen to have a hobby or skill that you think might be worth us knowing about, please note it on your cover letter or résumé. Some examples could be basic video editing skills, writing, proofreading, graphic design, import/export or shipping experience, social media marketing, handyman/maintenance, multi-lingual, IT experience, etc.

This is a full-time position with Living Waters Publications, a 501(c)(3) Christian evangelistic nonprofit organization, based in Bellflower, California. This is an on-site position, and an in-office presence at our Bellflower, California headquarters is mandatory. Applicants should currently reside in the southern California area and have reliable transportation. Office hours for this position are 7:55 a.m. to 4:00 p.m., Monday through Friday.

Final pay rate offered will be commensurate with a candidate's experience. Our stated minimum rate for this posting of the EA/CSR position is \$17.00 per hour, plus generous medical and dental benefits. Paid vacation, sick, and personal time benefits are also included. Employees also have access to our 403(b) Retirement Savings Plan with discretionary employer contribution potential.

Please send your cover letter (sharing a bit about yourself and connection to Living Waters) and résumé or other inquiries to hr@livingwaters.com. No phone calls, please. Applicants of interest will be contacted via email or phone. *Please specify in your email the title of the job you are applying for: "Executive Assistant / Customer Service Representative."*