



CUSTOMER SERVICE COORDINATOR (REMOTE)

Catholic Leadership Institute provides bishops, priests, deacons, religious and lay persons in the Roman Catholic Church with world-class, pastoral leadership formation and consulting services that strengthen their confidence and competence in ministry, enabling them to articulate a vision for their local church, to call forth the gifts of those they lead, and to create more vibrant faith communities rooted in Jesus Christ.

Summary

The Client Service Coordinator (CSC) provides logistical support for the programs offered by the Catholic Leadership Institute. This includes managing customer inquiries, staffing the customer help desk, correctly escalating issues and maintaining focus on providing excellent customer service. The CSC works with the diocesan contact to register attendees and they send/ manage virtual meeting invitations (such as Zoom). The CSC also may create ancillary training materials (visual aids, learning aids, etc.). The CSC ensures the training venue is set up correctly and, if needed, arranges for food and drinks as well as ensures the correct training material is shipped and arrives on time at the venue.

Job Duties

- Respond to participants/diocesan coordinators via email and phone to help others using the portal either by applying their own knowledge or by escalating participant concerns promptly to ensure quick resolution and best possible participant experience.
- Enter participant and engagement data into the appropriate systems.
- Act as primary support and contact for the engagement's venue, including supporting the onsite and virtual logistical needs of the Catholic Leadership Institute delivery team.
- Prepare all learning material needs (including the customization and creation of new learning materials, as well as the creation, printing, and shipping of all non-customized materials) necessary for the engagement, working under the direction of the lead Leadership Consultant assigned to the engagement.
- Create and/or customize written participant communications as requested.
- Accumulate survey data and perform simple analysis on trending survey responses.
- Ensure timely and accurate shipping of materials to offsite venues.
- Have deep respect for and understanding of the Roman Catholic community, parish life, and ministry and be a practicing Catholic.
- Be an excellent team member willing to help wherever needed; comfortable with supporting and assisting others.

Qualifications

- Bachelor's Degree or relevant experience with at least 3-5 years in customer service.
- Excellent client service attitude and skills.

- Excellent verbal and written communication skills, especially via phone and email.
- High attention to detail.
- Accomplished multi-tasker who can juggle multiple projects simultaneously and anticipate needs of key customers; must have strong organizational skills.
- Working knowledge of Microsoft products.
- Comfortable with learning new technology.
- Ability to think creatively and critically about current and prospective processes.
- Familiarity with Adobe inDesign preferred; will consider experience with layout design and/or desktop publishing and ability to learn Adobe inDesign.

Standard office environment. Fully remote work available. *Note: This position supports time zones across the US so occasional off-hours work may be required.*

Does This Sound Like You? Want to Know More? We'd Love To Learn More About You!

Send us an email (JoinUs@CatholicLeaders.org) with your resume and a cover letter explaining your reasons for considering this position and why you might be the perfect fit for us and our mission.