



Every Home for Christ, headquartered in Colorado Springs, CO, is an international mission organization focused on the Great Commission. We systematically reach the lost by going home to home with the Gospel in over 130 nations, and disciple all new believers that come to Christ. We have reached more than 3 billion homes with the Gospel and have seen over 150 million people respond to the Gospel.

US Customer Success and Logistic Administrator

Location: Colorado Springs, CO

Status: Regular, full-time

Responsibilities

- Maintains a personal relationship with Jesus Christ. Is a consistent witness for Jesus Christ, maintains a courteous, Christ-like attitude in dealing with people within and outside of Every Home for Christ.
- Adheres to the Biblical standards of moral conduct, EHC vision statement, EHC statement of faith, EHC's Employee standards and policies, EHC's Covenant of Harmony and upholds Every Home for Christ's ministry in prayer.
- Handles customer services calls and monitors email accounts and social media for questions, comments and issues; respond in timely and appropriate manner; review all inquiries for possible ministry/growth opportunities.
- Build and maintain a ministry contact database to harvest long-term contacts for in-field regional and national director usage, as well as on-site staff. Direct all contacts to appropriate departments within EHC, as needed.
- Provide general administrative/communication support to the US Field Staff
- Creating purchase orders for the various needs of the USA department
- Travel to local printers or vendors for all project and ordering needs.
- Fulfills all in-house US resource orders.
- Manage requests from App users, order issues, and customer feedback. Provide appropriate assistance according to established guidelines/procedures. Document all interactions for future improvement of experiences.
- Documents and submits monthly statistics and testimonies from USA ministries.
- Assists with event planning and hospitality needs for USA department including travel arrangements including hotel reservations, air travel, car rentals, etc.
- Assists with project management system, including updating projects in the system with the latest status and calendaring upcoming projects.
- Oversee logistics and timelines for special orders of product. This includes quote comparisons, job specs, printer communications, and purchase orders.
- Manage inventory and fulfillment for customer resources, which includes fulfillment center orders and smaller in-house orders.
- Develops and refines the ongoing customer experience strategy for internal and external customer service teams.
- Performs other functions as requested.

Qualifications:

- Has a personal relationship with Jesus Christ
- Firm believer in the power of the printed Gospel, the Every Home for Christ methodology and the mandate of the Body of Christ to make disciples
- Strong passion for evangelism, discipleship, prayer - especially in the US
- Education: high school diploma or equivalent; 0-3 years of similar experience
- High attention to detail; High level of flexibility; Effective time management skills
- Excellent and effective verbal and nonverbal communication skills; excellent customer service skills
- Ability to work with others under tight deadlines, high quality standards, last minute changes
- Possess a servant's heart

Base pay will depend on experience.

To Apply:

In order to be considered, please complete application online www.ehc.org/employment

The above statements are intended to describe the essential functions of this job. It may be necessary for a person to perform other tasks as needed.