

Faith+Lead is a digital platform from Luther Seminary that helps Christian leaders and learners discover the difference Jesus makes in everyday life and get equipped for God's calling in their lives and communities. We do this through digital content, courses, live learning, learning communities, and in-person retreats and events.

We're looking for an energetic, well-organized, creative problem-solver with a passion for details and helping people. This role will be part-time year-round, with full-time hours the week of our largest event (May 15-18, 2023).

You should be able to:

- Work closely and effectively with our event team, project management team, and ecommerce team
- Respond to customer questions and concerns with accurate and helpful information
- Manage tickets in a customer service ticketing system; respond to customer inquiries efficiently and close tickets quickly
- Update event registrations
- Help customers troubleshoot minor technical issues (logging into their accounts, accessing virtual content)
- Issue refunds and collect payments
- Escalate issues that need additional attention
- Identify process improvements and refinements

Desired experience:

- Passionate about being the change through innovation and fresh thinking
- Familiarity with Christian organizations helpful
- Digital proficiency with Zoom, Google Suite, and a willingness to learn new tools
- Experience with customer support roles
- Thrive on efficiency, organization, and quick response times
- Excellent communication skills
- Ability to stay calm, kind, and empathetic while working well with others
- Experience using a customer service ticketing system

To apply, please include your resume/portfolio of past customer support roles and let us know why this position interests you! This will be a long-term engagement for the right candidate.