



COLSONCENTER

FOR CHRISTIAN WORLDVIEW

Position Description

Title: Marketing Assistant – Guest Services
Location: Colorado Springs, Colorado (preferred), Remote candidates considered
Compensation: \$20/hour, part-time
Position reports to: Project Coordinator, Marketing
Date written: September 2022

POSITION SUMMARY:

The part-time Marketing Assistant is responsible for operating and improving our client services and donor care systems, responding promptly and helpfully to phone and email inquiries (or redirecting them to the appropriate person) and providing world-class care to our clients who contact us.

Priorit y	Description of Duties	Est Hrs/W k
1	Donor and customer service calls. Handle calls and emails from donors that don't get routed to an account manager; provide exceptional customer support and connect them proactively to the right Colson Center resources.	10
2	Maintain donor care processes and CRM automation. Provide feedback to supervisor and IT to help us keep CRM automation in perfect working order, regularly evaluate and improve processes for maximum efficiency in helping our clients. Participate in occasional meetings and pay attention to what's going on around the Colson Center.	10

Guidelines for All Employees

When filling this position, the Colson Center will consider the following when evaluating Applicants.

Ideal candidate:

- The ideal candidate for this position will have:
 - Warm and collaborative interpersonal skills and an instinct to care for people; must be able to make happy clients happier and handle the occasional frustrated client with grace and hospitality, as well as work well with colleagues so that we continue to learn and improve institutionally
 - A problem-solver, can-do mindset that understands how to prioritize tasks, make improvements to make work smarter or faster or more effective, and involve the larger team when helpful
 - Detail-oriented and conscientious attitude who follows through on execution of tasks consistently.
 - Bonus: the instinct to own this role and connect it intelligently to what's going on in the rest of the Colson Center operation to add value

QUALIFICATIONS

Education, Experience, Knowledge, Competencies

- Minimum qualifications/expectations:
 - **Availability:** Must be available to receive customer service/donor phone calls for 3-4 hour blocks during the daytime. Can perform other CRM related tasks during this time as well.
 - **Min Education:** High school graduate
 - **Work Experience:** 1-2 years in customer service or hospitality
 - **Knowledge areas:** customer service; modern office administration/apps a plus
 - **Competencies:** composure, kindness, good at managing workflow and setting priorities, accuracy and attention to detail
 - **Computer/Tech Skills:** None, but experience with CRMs is a plus; must be willing and able to use modern communication and project management tools (e.g. Teams, Asana; experience not required)
 - **Physical/Other Requirements:** talking, hearing, seeing, typing.
 - **Travel:** None

Position Classification: Non-Exempt