



JOB DESCRIPTION



INFORMATION

Job Title:	<i>ICL Customer Support Manager</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt Part-time
Department:	Institute for Church Leadership	W/C Classification	8810 – Clerical
Reports To:	Director of ICL and Student Services	Compensation	\$21.00 - \$23.00/hour

SUMMARY

The ICL (Institute for the Christian Life) Customer Support Manager is responsible for marketing the online platform serving its users. This individual will work closely with customers to resolve any technical or billing issues in a timely manner. The position requires strong people skills, a desire to serve others, a strong work ethic, and ability to learn and adapt quickly to a new online learning platform. The Customer Support Manager works closely with the Director of the Institute for the Christian Life to provide necessary services for this online learning community.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Respond to all customer questions or concerns via email or phone in a timely manner.
- Help customers navigate the course library on the Pathwright online learning system.
- Assist in the creation of student cohorts upon request of the users.
- Maintaining the accuracy of the course content in the ICL library.
- Marketing ICL via appropriate media platforms.
- Creating and monitoring invoices as needed.
- Working with the fulfillment center to facilitate successful sales and distribution of ICL books.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Excellent written and verbal communication skills
- Strong organizational and interpersonal skills
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience.
- At least one-year experience in sales and/or higher education preferred.
- Proficient in Microsoft Office Suite or similar software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 40 pounds.
- Travel, Some Travel or No travel with overnight stay expected.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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