



Job title	<i>Customer Service Specialist</i>
Reports to	<i>Sales Lead</i>

Job purpose

The Customer Service Representative aids the entire Axis team by serving Axis customers through maintenance on their accounts, ministering and supporting Axis customers and patrons as well as selling new Axis products to potential customers and repeat customers.

Duties and responsibilities

- Answer all customer service calls
- Manage customer service email
- Make sales of all digital content
- Communicate with any and all Axis customers
- Provide timely and excellent service to customers and maintenance to their accounts

Qualifications

- Personal Relationship with Jesus Christ and is a consistent witness, maintaining a courteous, Christ-like attitude in dealing with people within and outside of Axis
- Bachelor's Degree in Business preferred
- At least 1-3 years in proven sales experience
- Excellent communication and delegation skills
- Advanced software and CRM experience
- Bi-lingual in Spanish preferred

Working conditions

This position is salaried, while hours are typically 8:30 a.m.-5:00 p.m. Monday-Friday when in office, hours will vary but should not exceed 42 hours/week.