



Job Title:	AEC Customer Service Representative	
Position Type and Status:	Regular	Non-Exempt

JOB PURPOSE:

Under the direction of the Director of AEC Sales and Marketing, this position is responsible for handling incoming custom sales, and for ensuring a streamlined process which drives product movement to ensure jobs at AIMs employment centers.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (i.e. those which are basic, necessary, and an integral part of the job, are indicated below.)

- Respond to customer inquiries and provide a consistent customer experience from the start to finish of an order.
- Administratively assist with invoicing and collections around orders.
- Follow up with customers around any inquiries, deliveries, and around any order complication.
- Work with clients around graphic needs, quality control for artwork, and ensuring accuracy when order is sent to Cambodia.
- Create and process reports.
- Meet with clients and maintain relationships to ensure the acquisition of orders for AEC.
- Collaborate with AEC staff around order processing and streamlining systems.
- Communicate regularly with AEC Managers in fulfilling orders for clients.
- Provide administrative support to the Director of AEC Sales and Marketing.
- Event support when needed.
- Potential travel for customer needs and/or with event support.
- Backup around online order fulfillment.
- Other duties as assigned

ESSENTIAL BELIEFS AND VALUES: (i.e. our employees align with the faith and foundation of the organization including the items listed bellow)

- Maintains a personal relationship with Jesus Christ and is a consistent witness of Jesus Christ.
- Speaks of Agape International Missions, our staff, our partners, participants in our programs, and other organizations with respect and honor across all communication platforms, faithfully praying for each.
- Acts as an Advocate for AIM and each individual AIM serves, understanding the problem, raising awareness of the need and how everyone can respond.
- Adheres to AIM’s Mission, Vision, Values and Statement of Faith.

POSITION QUALIFICATIONS & REQUIREMENTS:



Education and Experience

2-5 years' of related experience preferred

Skills and Abilities

Specific and General skills and abilities required to meet the expectations of the position.

- Results driven
- Customer focus
- Strong attention to detail
- Effective communicator
- Ability to problem solve and take initiative
- Provide an amazing customer experience
- Adobe Creative Cloud and/or Coreldraw experience a plus
- Strong command of Mac/PC office software
- Boldness when reaching out to new potential clients

Employment Requirements

- Must pass pre-employment reference
- Proof legal authorization to work in the United States