# Andrew Wommack Ministries
# Charis Bible College

## Job Description

**Job Title:** Call Centre Volunteer (CCV)
**Department:** Partner Relations Department
**Reports To:** Partner Relations Manager
**Supervises:** N/A

**Schedule:** Part-time
**Location:** Kampala
**Date Closing:** When Filled

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## QUALIFICATIONS:

- Must be a 3rd year or 2nd year graduate of Charis Bible College and a partner within the ministry.
- Must interview for the role and have the approval of the Andrew Wommack Ministries Director.
- Must agree with the vision statement and doctrinal statement of Charis Bible College and Andrew Wommack Ministries; and have a lifestyle that reflects the same.
- Must show evidence of a Divine calling for ministry.
- Must have good communication / people skills and the ability to work well with others.
- Must have at least one year's experience working with teams.
- Must have flexibility with changing environments with the ability to prioritize workload.
- Must have computer skills, and be familiar with Office 365, or have the capacity to learn.
- Knowledge of office management systems and procedures.
- Outstanding time management skills.
- Ability to multitask and prioritize the daily workload.
- Professionalism, Discretion, and confidentiality.
- Must be able to interact with people well, conveying compassion, patience and enthusiasm
- Must have active listening skills.
- Effective communication in English language; Luganda is advantageous
- Attention to detail in conversation.
- Must have knowledge of Scriptures, to minister God's Word.

## LINE OF AUTHORITY:

- The **CCV** will be in the immediate line of receiving calls next to the Receptionist and Personal Assistant, upholding the Ministry's Customer Service Standard.
- The **CCV** will oversee that all return calls from the various departments were responded to.

HR Purposes:

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|---|---|
| FLSA Status/Job Family: Exempt | Date Completed/Reviewed: |
| MSEC Code: | Pay Grade/Range: |

## LINE OF ACCOUNTABILITY:

- The **CCV** will:
    - Report to the Andrew Wommack Ministries Call Center Manager who will report to Partner Relations Manager, who will report to the Director, who will report to the World Outreach Regional Director and ultimately to World Outreach.
    - Be subject to all policies and procedures established by World Outreach.

## DUTIES GENERAL:

- The CCV will provide assistance to the Call-Centre / Receptionist and Personal Assistant as needed.
- The CVV will be responsible for facilitating all prayer requests or doctrinal enquiries sent in via telephone.
- The CVV will be called on from time to time to assist in serving in the Bookstore, attending to clients and bookshelf display restocking.

## DETAILS OF TASKS:

- Will handle calls for prayer from and to our partners, prospective partners, prayer requests, and book resource inquiries.
- Will respond to ministry related inquiries through phone calls and via WhatsApp,
- Make courtesy calls and prayer calls to the ministry partners.
- Get acquainted with and follow communication scripts.
- Answer to inquiries through clarifying desired information whether books, prayers, partnership and or even joining the Bible College.
- Keep the Call Center Manager / Receptionist and Personal Assistant updated on any obscure, unanswered or incomplete responses back to the inquirer.
- Keep equipment operational by following established procedures, and reporting malfunctions.
- Inquiries pertaining to internal Ministry operations to be forwarded to the Call Center Manager.
- Shall be called on from time to time to assist in the Bookstore book sales and book display.

## GUIDELINES / EXPECTATIONS:

- **CCV** will conduct themselves according to the guidelines of the ministry. They will be held to the standards outlined in the employee “Code of Conduct” portion of the directives. They will maintain a professional relationship with each of the people they interact with while operating within the scope of their positions.

HR Purposes:

| | |
|---|---|
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