

**Title**

Admissions & Customer Support Manager

**Status**

Full-time position

**Pay**

All full time staff fundraise for their salary, similar to many campus ministries or mission organizations. SROM provides tools to help with this process, and require minimum benchmarks for its full time employees.

**Goal**

The Customer Service & Course Manager will use SROM systems to follow up with enrolled students and provide customer service. S/he will work to provide accuracy, clarity, and excellence in all of SROM's course documents and communication with students.

**Summary**

The Customer Service & Course Manager will use customer relationship management software to achieve regular touch points with students from enrollment to arrival at the SROM base. S/he will be available by phone and email to answer questions from students and parents. S/he will also work individually and in a team to improve the SROM enrollment process and needed documentation. Reports to SROM Director.

**SROM Values**

The applicant must believe in the centrality, supremacy, and lordship of Jesus Christ, and must desire to live as a disciple of Jesus Christ. He or she is expected to strive to grow in intimacy with Jesus, keeping Christ as the center and circumference of their life. He or she is expected to live in the light with Christian believers in the context of community, and strive to demonstrate the character of Jesus and the fruit of the spirit in daily Christian living. He or she must competently integrate faith and prayer into their job description and be committed to living for the glory of God as a lifestyle. The applicant must read and agree to SROM's mission statement and articles of faith which can be found on the web site.

**Qualifications**

- Bachelor's degree or higher
- Good oral and written communication skills
- Good organization
- Attention to detail
- Works well independently and as a team
- Self-motivated; Can complete tasks with minor supervision
- Deep love for and desire to serve students and parents

**Responsibilities**

- Use customer relationship management software to maintain relationships with customers, including phone calls and email
- Use invoicing tools to follow up and manage course payments
- Review application paperwork and follow up with students
- Answer questions for students & parents concerning their course and preparation for their course
- Answer questions for students & parents specifically concerning necessary equipment
- Support other staff on large projects as needed