

# Workforce Role Description

Corporation of the President (COP)  
Corporation of the Presiding Bishop (CPB)

## General Workforce Requirements:

- Temple worthiness
- Regular attendance in a timely manner at the assigned location.

Please Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Job Title	Job Code	Grade Level	Approval Date
Customer Service Representative (GSC)	CSM		

## Purposes

Church-Service Missionaries (CSM) will assist Church members and local Church leaders throughout the world in the use of new internet tools helpful in their Church assignments. These tools will be available on the internet as part of the next generation of lds.org.

CSMs will play an important role with ground breaking changes in the use of the internet by Church members and leaders.

## Responsibilities

CSMs will provide process and technical support to those who will use the Church Website and will assist members and leaders in fulfilling their Church callings and assignments. Most of this work will be responding to questions received electronically by a variety of means including web forms, electronic chat or instant messaging and email. Some telephone interaction may be involved. CSMs will also use a computer system to record information about these contacts.

## Qualifications

CSMs must be comfortable using personal computers and have basic computer literacy. Able to use the computer for at least two (2) hours at a time. Ability to explain complex solutions in simple ways. Ability to read 12 point type on a computer screen. Comfortable communicating by email and/or instant messaging.

Knowledge and ability to move between multiple open computer windows. Comfortable working with and willing to learn new, leading edge technology. Because of the global nature of this opportunity, CSMs with foreign language skills are needed; e.g. Spanish, Portuguese, Tagalog, Russian, French, Japanese, German, Mandarin etc.