

# 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 Rep. - Magazines & Materials(GSC)	CSM		

## Purposes

To assist Church members (and others) to draw nearer to gospel principles and teachings by assisting them in securing subscriptions to Church Magazines, obtaining Church curriculum material and other Church material. This is accomplished by receiving telephone calls etc from those ordering this material.

## Responsibilities

Church-Service Missionary (CSM) will receive telephone calls from and interact with customers who are ordering Church Magazine subscriptions, Church curriculum etc. Will enter orders using a variety of computer software. CSM will answer questions from customers about magazines and curriculum materials.

Serves as the first "point of contact" for programs and materials of the various departments of the Church.. Will operate multiple computer software packages in completing this assignment.

## Qualifications

Requires a genuine interest in serving others, patience in answering questions and determining the needs of customers (good customer service skills). Excellent telephone manners and skills. Familiarity with and capability of performing basic personal computer functions, including email and MicroSoft Word. Basic math skills.

Ability to clearly hear and communicate by telephone.

Call will be for from 12 to 24 months, serving a minimum of 12 hours per week.