Workforce Role Description

This form is to be used by the workforce (employees, Church-service missionaries, and volunteers) of the Corporation of the President (COP) and Corporation of the Presiding Bishop (CPB). It describes general workforce requirements as well as purposes, responsibilities, and qualifications of the role identified below.

<table>
<thead>
<tr>
<th>Job title</th>
<th>Job code</th>
<th>Grade level</th>
<th>Approval date</th>
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<tbody>
<tr>
<td>Customer Services Rep (GSC)</td>
<td>10604</td>
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<td>05-09-2011</td>
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General Workforce Requirements

General requirements for the Church workforce:

- Temple worthiness
- Regular attendance and timely arrival at the assigned location

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.

Purposes

Briefly describe why this job exists, who the customers are, and what the customers expect.

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

Describe what the major responsibilities of the job are, including accountability, problem solving, relationships, interactions, results, and relevant metrics and measures. List responsibilities in order of importance, and indicate percentage of time spent on each.

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 e-mail. Some telephone interaction may be involved. CSMs will also use a computer system to record information about these contacts.

Qualifications

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

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 e-mail 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.