

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
Local Unit Support Specialist (GSC)	CSM		

Purposes

This Church-Service Missionary (CSM) opportunity is in the Local Unit Support Group of the Global Service Center. The purpose of this opportunity is to assist members and priesthood leaders find answers to variety of questions and issues.

Responsibilities

CSMs will assist members and leaders resolve issue and questions by assisting them with finding information such as;

Unit location questions, how to contact a bishop or a ward/branch location (specific address).

Membership records requests, Priesthood line of authority requests;

LDS.org website questions and local unit software questions.

CSMs will be expected to serve a minimum of 16 hours per week. The length of the CSM call will be from six (6) to 24 months.

This opportunity is at the Church Office Building in Salt Lake City.

Qualifications

CSM will need to have fluency in using email and Window based products.

Enjoy and possess customer service and "call center" skills.

An understanding of the internet and how to move within internet applications is highly encourages and preferred.