Job title: Member Locator Specialist (GSC)
Job code: 10632
Grade level: 
Approval date: 05-09-2011

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 (CSMs) serve in this assignment to find members whose records have been returned to Church Headquarters. When members move without giving their ward or branch a forwarding address, their membership records are sent to Church headquarters. Without contact by the Church, some may become less-active. This assignment serves as a great opportunity to bring the gospel back into the lives of members who move and lose contact with the Church.

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 make telephone calls to Church members and others, using a scripted dialogue seeking address information. Individuals and couples are needed to serve two (2) four hours shifts per week. Calls are for from six (6) to 24 months. CSM call is performed at the Church Office Building in Salt Lake City.

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.

Training will be provided.

Ability to follow instructions, write call responses accurately. Able to clearly converse and hear telephone conversations (Volume control headsets are available). English and Spanish speakers are needed.