



JOB DESCRIPTION | FIELD SUPPORT REPRESENTATIVE

Renew World Outreach is a non-profit Christian ministry located in Stone Mountain, GA that develops technology & training to help spread the Word of God. Our primary mission is to reach the unreached with the Word of God through innovation that multiplies field impact.

We highly value prayer, worship, and the power of the Holy Spirit in our community.

Renew is seeking a person with strong organizational and interpersonal skills to fill an immediate open position for a Field Support Representative within our Media Department.

The Field Support Representative's primary role is to respond to field requests for equipment via phone, email or online order requests. The Field Support Representative will provide potential partners with detailed information about our equipment and assist them in determining the best field strategy, while also fulfilling media orders accurately and quickly. We are looking for a highly motivated self-starter who can handle high volume and multitask media projects. The ideal candidate will have experience working in a fast-paced order fulfillment environment requiring attention to detail and some technical understanding. Candidates must be capable of regularly lifting boxes of 30 lbs. or more.

Skills & Responsibilities for the Field Support Representative include but are not limited to:

PREFERRED SKILLS

- High value for customer service and serving with excellence
- Warm and friendly personality with a positive attitude and gift of service
- Flexible – able to quickly and easily adapt to needed project and focus changes
- Detail oriented, strong multi-tasker with high level organization skills
- Adept at the basics of computer usage: navigating file systems, copying files, using CRM, etc.
- Self-starter who takes initiative, who when trained needs little supervision
- Able to juggle multiple projects and meet deadlines for time-sensitive requests
- Cross-cultural missions experience preferred

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UPDATED: MARCH 2021

DUTIES & RESPONSIBILITIES

Customer Service & Relationship

- Maintain full understanding of all Renew equipment and strategies in order to answer all questions on Renew products and services
- Provide field partners with information about our equipment and consult with them to recommend the best tools and strategies to meet their needs
- Provide support for field partners via phone, email and online orders and communicate partner feedback to appropriate departments
- Work with Partner Relations department to develop strategic relationships with field partners and determine strategy for follow-up and further and engagement
- Update partner info and track activity in CRM as required

Media Loading

- Maintain expert knowledge of Renew's media library in order to communicate available resources to potential field partners
- Receive media orders and prioritize daily requests based on deadlines
- Input order specifics onto Donation Receipts as needed
- Load media masters on electronic devices and oversee mass duplication of masters on all devices
- Accurately perform quality control and test each piece of media equipment
- Pack and prepare media orders for shipment
- Keep Media Department clean, organized and restocked

Order Fulfillment

- Create shipping labels and pack systems for shipment to customers
- Assist Production team in getting high priority orders completed with short deadlines, including building out Vista or other systems as needed
- Manage and maintain Media Department inventory