

Partner Services Representative

Part time – Hourly/Non-Exempt

Monday – Friday; 10:00 am – 4:00 pm

Reports to Director of Mail Processing

The partner services representative represents the Oral Roberts Ministries by phone, email and mail as a point of contact for information, problem solving and support. If you have a positive attitude are friendly, detail oriented and resourceful, you may be a good fit.

Position Overview

1. Receive and return calls from partners related to customer service concerns, including product orders, general information, donations and more. Must be able to handle difficult calls while maintaining a professional, calm and caring demeanor.
2. Record call details and corrections in partner database.
3. Provide encouraging scripture and pray with partner for their needs according to scripture. Show spiritual maturity and compassion with difficult calls that may be related to recent death in family, terminal illness and critical situations.
4. Develop excellent understanding of ORM policies and procedures in various departments in order to research and accurately resolve partner questions or concerns.
5. Remain familiar with current ORM television programs, social media, email, events and web in order to promptly and accurately respond to partner inquiries.
6. Cross train and assist often in the opening and processing of partner mail, voice mail, and web contacts. This will include reading/listening to assess partner prayer requests, product orders and donations for processing, and accurate and timely data entry.

High School diploma or GED required; related college or Bible college coursework helpful. A minimum of two years relevant work experience is preferred, as well as alignment with Oral Roberts Ministries core teachings of salvation, healing, the Holy Spirit and seed-faith.

Requires accurate data entry skills. Proficiency in Microsoft Word is preferred. Will be trained on other ORM database software. Requires good spelling and grammar abilities.

This position includes, but is not be limited to: sitting, standing, walking, climbing stairs, bending, kneeling, reaching, repetitive motion, use of step stools, using equipment requiring manual dexterity (10-key and/or computer), as well as lifting up to 15 lbs on occasion. Must have ability to bring objects into sharp focus, hear and verbally communicate clearly and distinctly and be able to read and write.

To apply, go to OralRoberts.com/employment. Applications may be returned by email to employment@oralroberts.com or dropped off at: Oral Roberts Ministries, 6201 E 43rdStreet, Tulsa, OK.