

# Customer Support Assistant

**Hours: Full Time (40hrs per week)**

**Location: Hereford, UK**

The Christian Broadcasting Network Europe is part of a global organisation with its UK office based in Hereford. Home to the 700 Club, our vision is “to share the Gospel to all nations, and disciple through TV programming, multimedia, humanitarian outreach & prayer centres, in a relevant & practical way.” CBN Europe is an exciting, vibrant place to work and we are looking for staff to join our team.

## About the role:

We are looking for someone to provide customer support to our donors & customers, ranging from Superbook Children’s Ministry to our flagship 700 Club show partners. As a first line of support you will be friendly, approachable and willing to go the extra mile to ensure customers’ needs are exceeded at every opportunity. The role involves troubleshooting, identifying areas to improve our systems & processes, and carrying out various administrative duties. You will have the opportunity to work with various CBN departments, using your skills to further the Ministry.

## Main responsibilities include:

- Provide customer support for inbound communication via telephone, emails & other channels.
- Carrying out of general office duties as required.
- Collecting, compiling and analysing project feedback.
- Oversee & administrate various operational tasks, such as preparing mailing lists, managing stock levels & creating reports.

## About the candidate :

The successful candidate will be:

- Efficient and organised, with a keen eye for detail.
- An excellent communicator with a good telephone manner.
- Experienced in working within a team environment.
- Able to troubleshoot effectively.
- Enthusiastic, resourceful, with a calm, confident and positive attitude.
- Confident with the use of a computer (emailing, Microsoft Excel & Word) with the ability to learn new software.
- Understanding of WordPress & CMS preferred but not essential

## To Apply :

Please send your CV & covering letter to:  
Mark Dijkens - [jobs@cbneurope.com](mailto:jobs@cbneurope.com)

There is an occupational requirement under Schedule 9 of the Equality Act 2010 for this post to be held by an active, practising Christian who assents to our statement of faith.

**CBN**  
UNITED KINGDOM