

Portland Rescue Mission

DAH Customer Service Representative



Job Description

Department: DAH

Work Location: DAH

Reports to: DAH Administrative Manager

Employment Status

Full Time

Part Time

On Call

Regular

Temporary

Non-exempt

Exempt

Effective Date: 6/22/2010

Typical Hours Required: Tu, Th, and Sa; 8 hour shifts

General Description of Work:

The Drive Away Hunger Customer Service Representative will support the ministry of Portland Rescue Mission by providing outstanding service to customers either buying or donating a vehicle to the program. This person will provide administrative support through processing the necessary paperwork and will also be key in interacting with the public and answering questions and providing information.

Essential Functions

- Engage with customers looking to buy or donate a vehicle
- Respond to all telephone inquiries
- Complete necessary paperwork for all donated vehicles
- Show cars to prospective buyers as needed
- Assist the sales staff as needed
- Drive cars between locations as needed

Knowledge, Skills, and Abilities

- Possess a valid OR drivers license
- Experience in Microsoft Windows software
- Internet research ability
- Ability to multi-task
- Self starter

- Prompt and thorough in job performance
- Creative and logical problem solving
- Demonstrated ability to be a team player

Personal Attributes & Values

- A personal relationship with Jesus Christ as Savior and a testimony of continued growth in faith
- Spiritual maturity as defined by traditional Biblical Standards
- Adheres to Portland Rescue Mission's Statement of Faith and Code of Ethics
- Desire to serve God in the ministry to hurting men, women and children
- A pleasant, gentle, grace filled manner toward others
- Possess and demonstrates excellent integrity
- Composed and professional
- Strong team player and self starter
- Ability to effectively handle multiple tasks as assigned
- Ability to lift at least 50 lbs. unassisted

Equipment Used:

- Telephone, fax and voice mail
- Computer
- Copier and related office equipment

Other Duties as Assigned:

In this and any position with Portland Rescue Mission, it is impossible to predict the many requests and assignments that can and will be made on an employee. Flexibility and a cooperate spirit are crucial characteristics of the person who holds this important position and for the successful operation of Portland Rescue Mission services.

Mission Statement:

We share the Word of God and demonstrate the love of Christ to transform the lives of homeless and addicted people.