



JOHN PAUL II Healing Center

Transformation in the Heart of the Church

Customer Service & Event Support Specialist Full-Time/Salary

Organization

The JP II Healing Center was founded over 10 years ago by Dr. Bob Schuchts, a marriage and family therapist, author, and speaker. The JP II Healing Center seeks to provide teaching, healing, and equipping for clergy and laity through events and resources in order to bring about transformation in the heart of the Catholic Church.

Job Overview

The Customer Service & Event Support Specialist will establish robust customer service protocols in the areas of general inquiry, registration, and philanthropy. Additionally, the Customer Service & Event Support Specialist will play a supporting role in both the execution of events and the oversight of resources.

Reports To

The Customer Service & Event Support Specialist will report to the Director of Operations for the JP II Healing Center (JP II HC).

Responsibilities & Duties

- Answer the customer service email/phone line
- Assist event attendees with modifications to registration (refunds, livestream access, credits, etc.)
- Oversee philanthropy software and assist with donor accounts, campaigns, etc.
- Assist with shipping materials to and from events
- Assist with oversight of resources and the providing of resources to events

Qualifications

- Practicing Catholic with a mature faith life focused on prayer, personal growth, and a deepening relationship with the 3 persons of the Holy Trinity
- Bachelor's Degree in a related field or equivalent work experience
- Excellent customer service skills with ability to engage with warmth, empathy, kindness
- Microsoft 365 proficient with focus on Excel and Outlook
- Experience with philanthropy/philanthropy software is a bonus skill
- Excellent communication skills (written and verbal)
- Ability to work independently with a flexible approach to daily work and assigned tasks
- Desire to learn and grow professional and interpersonal skills
- Ability to follow directives and receive constructive input
- Desire to contribute to the overall growth of the ministry
- Strong attention to detail
- Highly organized