

**PACIFIC PRESS® PUBLISHING ASSOCIATION**  
**JOB DESCRIPTION**

**POSITION TITLE:** Bilingual Customer Service Representative

**REPORTS TO:** Customer Service Representative Coordinator, and Assistant Vice President of Sales

**PAY RANGE:** \$13.78 TO \$20.67

**SUMMARY:** Provide customer service for wholesale and retail customers

**ESSENTIAL FUNCTIONS OF THE JOB:**

- I. Learn Pacific Press product lines in order to process book, periodical, and music orders.
- II. Be proficient in handling written and verbal customer communications in English and Spanish.
- III. Have basic computer skills, speed, and aptitude. Learn to use specific Pacific Press computer programs as directed.
- IV. Have strong listening, verbal, problem-solving, and mathematical skills.
- V. Learn Adventist geographical territories.
- VI. Learn the Pacific Press distribution process
- VII. Have an understanding of and experience using basic principles of record-keeping and filing.
- VIII. Work well as a team member with other Customer Service Representatives.
- IX. Maintain regular attendance at work and work overtime as required, which may include work on Friday.
- X. Comply with Pacific Press employee handbook guidelines
- XI. This job description is not intended to be all-inclusive; the Customer Service Representative will also perform other reasonable related business duties assigned by the Customer Service Representative and Assistant Vice President of Sales.

**EXPERIENCE:** Two years of Customer Service experience preferred. General clerical experience in typing, filing, telephone response, and computer use is essential. Demonstrated success as a team member in a work environment is essential.

**SKILLS:** Must have computer experience with a good aptitude for learning new computer programs and software and excellent communication skills, both verbal and written in English and Spanish. Must be comfortable dealing with customers of all types by phone, have the ability to provide excellent telephone responses, and build successful working relationships with customers. Must have a working understanding of word processing, with a typing speed of 60 WPM or more. A data entry speed of 165 KPM is beneficial. Previous sales or customer service experience is helpful.

**EDUCATION:** Associate Degree or equivalent in work experience.