

## **Posting Information**

**Position Title:** Customer Care Agent (mid) **Position Type:** Full Time Employment

**Position Location:** Utah County, Utah **Position Pay:** \$40,000 - \$45,000 DOE

**Hiring Manager:** Marisela Rowley | [hr@yuniquefoundation.org](mailto:hr@yuniquefoundation.org) | 385.345.4556

## **Foundation Purpose**

We inspire hope in women who were sexually abused as children or adolescents by providing healing services through retreats, survivor communities, and online resources.

We empower parents and caregivers to protect children from sexual abuse through education and online resources.

We make it safe to openly discuss sexual abuse through community dialogue and social awareness.

## **Qualifications**

We are seeking a Customer Care Agent to provide assistance and information to current and potential donors, volunteers, supporters, and other external parties.

### Educational/Professional Requirements

- High School Diploma
- Experience in Social Media Management on Facebook, Instagram, and Twitter.
- 1 year of experience in responding professionally to telephone and email requests.
- Excellent computer skills, including proficiency in Apple and Microsoft products.
- Exceptional writing skills.
- Type at least 35 WPM
- Bilingual Spanish speaker is a plus.
- Quality assurance support experience is a plus.

## **Responsibilities:**

- Respond to general inquiries and requests for information from public sources.
- Monitor and respond to every private message and/or comment on our social media platforms (Facebook, Instagram, and Twitter), including activity during evenings and weekends.
- Collaborate with various departments to ensure that inquiries, concerns, or requests are appropriately addressed.
- Must be organized and able to balance day-to-day task with special projects to meet multiple deadlines.
- Assist with testing and implementation of new procedures.