

Posting Information

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

Position Location: Utah County, Utah **Position Pay:** \$30,000 - \$35,000 DOE

Hiring Manager: Dori Lucas | hr@youniquefoundation.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
- Excellent computer skills, including proficiency in Apple and Microsoft products
- Exceptional writing skills
- Type at least 35 WPM
- Proficient in English and another language
- Bilingual Spanish speaker is preferred

Responsibilities:

- Respond to general inquiries and requests for information from public sources.
- Moderate and respond to every private message and/or comment on our social media platforms (Facebook, Instagram, and Twitter), including activity during weekends.
- Collaborate with various departments to ensure that inquiries, concerns, and 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.