



Serve Team Specialist

SUMMARY

The Serve Team Specialist (STS) is a salaried employee who services partnering churches and organizations that conduct Beach Clubs® or utilize KiDs Beach Club® (KBC) licensed content. Communication and quality customer service are essential functions of the STS role. This is a home-based employee position, but the STS must reside within the state of Texas. The STS must meet KBC's Work from Home Policy requirements at all times during their employment.

Reports To: Club Relations Director

JOB OVERVIEW

- One of three Serve Team members to provide excellent customer service to assigned churches and organization leaders
- Work as a team to promptly respond to incoming requests from partners via phone, email, and/or text
- Stay current on all aspects of KBC resources to effectively answer questions and troubleshoot potential problems
- Proactively maintain relationships with assigned partners and encourage their ongoing participation with KBC
- Ensure partners are properly trained and that those conducting Beach Clubs® do so in a way that meets KBC standards

RESPONSIBILITIES

Leadership

- Ensure Beach Club® partners are properly trained
- Provide volunteer recruiting coaching for Beach Club® partners as needed
- Maintain regular communication with key church contacts, club leaders, and school principals
- Effectively troubleshoot any school or church issues that might arise
- Coach and nurture Beach Club® teams to achieve emotional and spiritual growth
- Place welcome calls to assigned partners upon receipt of KBC Agreement
- Conduct background checks and volunteer screening processes
- Support prospective/partnering churches and participating schools through prayer and ministry support
- Conduct end-of-year meetings via tele/video conference with churches and schools
- Perform an annual club evaluation for each Beach Club®
- Proactively engage with partners to encourage and assist with their renewals
- Regularly serve in a local Beach Club®, if one is available
- Send emails and notes of encouragement to churches, club leaders and schools

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Customer Service

- Onboard new Beach Clubs®
- Answer incoming calls, emails, texts, etc. from partners in a prompt and professional manner; properly document customer interactions
- Ensure that all Beach Club® documentation is complete and accurate
- Provide effective support for Beach Club® implementation throughout the school year, including guiding partners to available resources, securing Bibles, and liaising with school principals

Reporting

- Manage data in KOMS, Mobilize My Ministry, Monday boards, and related systems
- Generate reports as requested for KBC management
- Collect stories and photos/videos of Beach Clubs®
- Process professions of faith

KBC Service and Development

- Actively participate in regularly scheduled team meetings and staff development opportunities, including staff retreats if offered
- Contribute to the recommendation, implementation, and improvement of KBC operations and policies
- Perform other duties or functions that may be assigned by the Club Relations Director or Senior Leadership

PERSONAL

- Adhere to the KBC Statement of Faith and Child Protection Policy
- Support the mission and vision of KiDs Beach Club®
- Demonstrate behavior that is professional, ethical, and responsible

REQUIREMENTS

- Personal and growing relationship with Christ and active in a local church
- Excellent verbal and written communication skills
- Excellent customer service skills
- Ministry experience (paid or volunteer)
- Reliable high-speed Internet
- A dedicated and quiet area for uninterrupted work with a professional-looking background for video conferences
- Experienced and confident working with customer relationship management systems, Microsoft Office, Zoom, and other computer programs; Monday.com experience preferred
- Bachelor's degree or significant experience in lieu of degree
- Three or more years managing others, ideally volunteers, is preferred
- One or more years serving in a Beach Club® is preferred

Last update October 24, 2023