



*A community giving up the cost of a few mochas a month to support development projects in Africa.*

## CUSTOMER CARE + BILLING SUPPORT

### THE JOB:

This position is critical to the success of Mocha Club, as you are often the only staff that a member interacts with. Applicants must be familiar with the organization, an active member, and live in Nashville, TN. Position requires availability of 10 hours a week (between the hours of 9-5, Monday-Friday) Pay is \$10/hour and this position reports to the Community Involvement Coordinator.

### Responsibilities:

- Work with the Billing Department to call MC members throughout the time period of each billing cycle.
- Maintain monthly file and calendar with the Billing Department. (proficiency in excel is a must)

### Skills/experience:

- ***Strong Interpersonal skills:*** This position requires effective communication with a variety of people and personalities. The ability to quickly determine the most effective way to communicate on each unique phone call is highly important.
- ***Organizational skills:*** No two days will be the same and therefore will require someone with strong organizational skills to determine and oversee the completion of daily tasks and goals.
- ***Friendly Disposition / Positive Attitude:*** The person who fills this position is often the only voice many Mocha Club members come in contact with, whether by phone or e-mail. Being knowledgeable about Mocha Club, expressing genuine gratitude and understanding, and simply enjoying talking with people are of utmost importance.
- ***Customer Service experience a plus.***

### TO APPLY:

- Submit the following materials to [jobs@themochaclub.org](mailto:jobs@themochaclub.org)
  - Current Resume
  - Website/Blog, Facebook/Twitter URLs (if applicable)
  - Answers to the following questions:
    - A brief glance into your story – what got you to this moment? (max 100 words)
    - How did you learn of Mocha Club & what is your involvement up to this point?
    - Tell us 3 random facts about yourself.