



Customer Care / Course Coordinator

We're hiring!

AffairRecovery.com is looking for a full-time Customer Care and Course Coordinator to work in our Austin, Texas office or remotely if you're not local!

What is Affair Recovery?

We are an industry leader in helping people heal after infidelity. Our inspiring programs are research based, combining a faith-based curriculum with the strength of support groups to provide solace and recovery for both couples and individuals.

Our mission is to restore those in crisis to extraordinary lives of meaning and purpose. In order to continue providing hope to those impacted by infidelity, we need to grow our team with people who share our mission and enthusiasm. We work in a fast paced startup environment and we're looking for smart, forward-thinking problem solvers to join our talented and passionate team.

Your job:

As a Customer Care Representative and Course Coordinator, you will have one of the most important positions at Affair Recovery. Why? Because you will be one of the primary people who interacts with new customers and helps coordinate our courses!

Your responsibilities:

- Communicate with customers via phone and email while providing exceptional and empathetic customer support
- Facilitate course registration periods and monitor orders until groups are sold out
- Coordinate participants by placing them into small groups
- Assist participants with logistical questions
- Collaborate with the team to improve processes, troubleshoot problems, and ensure participant satisfaction by providing feedback to the team
- Utilize various software platforms (prior experience with these systems is not required)
 - CRM - Salesforce.com
 - Email marketing platform - Mailchimp.com
 - Surveys - Surveymonkey.com
 - Our website: www.AffairRecovery.com
 - Google Suite (i.e. Google Sheets, Google Docs, Gmail, Chrome, Chat, etc.)

**About you:**

- Passionate about serving customers and helping people heal after infidelity
- High attention to detail (people have commented on your ability to track small details with accuracy)
- Organized
- Efficient and disciplined with time management
- Excellent written and verbal communicator
- Comfortable with difficult conversations, willing to pick up the phone to talk through issues with customers
- Excellent follow-up and documentation skills
- Self-motivated and takes initiative
- Desires to make work fun and enjoyable (positive attitude is a must)
- Able to function well with occasionally emotional customers
- Takes direction well
- Comfortable with some repetitive work
- Enjoys problem solving
- Strong computer skills
- College degree is a plus

Preferred Experience: Familiar with AffairRecovery.com curriculum.

Why join us? Work at AffairRecovery.com is not a job; it's a passion. A passion fueled by the desire to change the world by saving love and transforming thousands of lives by restoring their marriages and families. Work for a purpose instead of just a paycheck: <http://vimeo.com/16635298>

Interested? We want to hear from you!

Step 1: Complete an application: <https://forms.gle/HzGYPdtaZQAsdKEe8>

Step 2: Email your resume and cover letter to: employment@hope-now.com

Step 3: After you've completed **Step 1** and **Step 2**, we will contact you regarding next steps!