

Intake Specialist

Affair Recovery is looking for a Full-Time Intake Specialist!

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 are looking for an emotionally mature individual who listens well, can show empathy while maintaining strong boundaries and desires to connect people with our life-changing courses. If a relational company with a cultural norm of appreciation and encouragement appeals to you, read on!

About the job:

The Affair Recovery Intake Specialist is often the first person to connect with one of our potential participants. The Intake Specialist helps guide potential participants to the course or product that is best suited to serve their situation. Connecting with each lead who provides their contact information and maximizing the number of people who join our courses isn't just your primary responsibility, it's a joy; A joy fueled by the opportunity to provide hope to those in crisis. This team member reports directly to the Director of Growth Marketing.

What we expect of you:

- Exude passion for our purpose and mission
- Align with our core values: humility, integrity, gratitude, being a good sport, taking personal responsibility, stewardship and excellence
- Spend the majority of the workday in both inbound and outbound phone conversations as well as communicate electronically with potential participants
- Communicate, listen to and provide course recommendations to potential participants
- Document call information and follow through with next steps if additional information needs to be sent
- Handle sensitive information and maintain confidentiality and integrity of data at all times
- Provide outstanding customer service to internal and external customers
- Take initiative

You're great at:

- Displaying a servant's heart and love for people
- Using computer programs and have proficiency with CRM software, preferably Salesforce, MailChimp, and Google Mail, Drive, etc...
- Maintaining a growth mindset

Requirements:

- Bachelor's degree or equivalent work experience
- Excellent written, verbal and interpersonal communication skills
- A proven history of performance excellence in a team environment

Why join us? Work at Affair Recovery 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:

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Step 1: Complete an application: <https://forms.gle/vpY2KNWBhWon5CMz5>

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!