



P.O. Box 2116
Bowie, MD 20718
1-800-ANGEL-OK
gabrielnetwork.org

Position Description

Position Title	Helpline Representative
Employment Status	Part-time
Hours	20 hours/week, M-F 10-2 PM.
Department	Programming
Reports to	Executive Director
Compensation	\$10.50-\$14/hour depending on the candidate
Benefits	Paid holidays and vacation.
Location	Main office in Crofton, Maryland.

Organization Summary

Gabriel Network is a pro-life Christian ministry whose mission is to embrace every vulnerable mother and child in Christ's love and the care of his people. Gabriel Network empowers a committed network of Christian churches to "adopt" pregnant mothers and families in need by providing support through pregnancy and beyond. It realizes this mission through three programs: a help line, church-based ministry, and housing ministry. The Helpline Representative is Gabriel Network's front-line representative and its first personal interaction with the clients it exists to serve.

Position Summary

Gabriel Network is seeking an excellent candidate to operate its helpline and live-chat services. An ideal candidate would have significant helpline or similar customer service experience, be fluent in both English and Spanish, have a strong commitment to Gabriel Network's mission, and have a strong desire to serve our clients.

Primary Responsibilities

1. Maintain an active prayer life to support this ministry.
2. Answer helpline calls and live chats promptly, answer client questions, and conduct client intakes with both compassion and efficiency.

3. Document interactions accurately in client-management system.
4. Coordinate with other team members as needed to advance assistance to a particular client.
5. Actively seek to improve helpline and client management systems.
6. Entrepreneurial attitude, self-starter, ready to learn by iterating through failures quickly in order to find what works.
7. Report regularly to the Executive Director, with other duties as assigned.
8. Self-motivated, good sense of humor, and able to accept constructive criticism.
9. Carry these duties in a manner that exemplifies Gabriel Network's Statement of Principles and reflects positively on Gabriel Network.

Preferred Qualifications:

1. 2+ years of experience in a customer/client service or helpline position.
2. Fluent in English and Spanish.
3. Strong verbal and written communication skills and comfortable with people from various backgrounds.
4. Experience in a social service or direct ministry setting, such as social work, homeless shelters, pastoral counseling, or similar.
5. Capable with computers and mobile technology.
6. Knowledge of customer service practices.
7. Experience in mediation and conflict resolution techniques.
8. Experience with boundaries and self-care in a ministry/service environment.

How to Apply

Interested applicants should submit the following materials to office@gabrielnetwork.org or may call 800-264-3565 x.301 for more information:

1. Cover letter explaining the applicant's commitment to Gabriel Network's mission and customer/client service experience.
2. Resume highlighting similar experience.

Applicants who are selected for an interview should be prepared to demonstrate their knowledge and ability during the course of the interview process, which will include both traditional interview discussion and practical skills demonstrations. **The interview will include multiple mock helpline calls to test the applicant's current skills.**