Customer Service Coordinator
Central Conference of American Rabbis

The Central Conference of American Rabbis (CCAR) is seeking a Customer Service Coordinator for the CCAR Press, a division of the CCAR and the primary publisher of the Reform Movement.

Core Responsibilities Include (but are not limited to):

- Manage all CCAR Press customer support via phone and email;
- Answer CCAR Press customer inquiries;
- Manage all orders via phone, website, Amazon, and conferences;
- Manage online CCAR Press orders and issue resolutions;
- Work closely with distribution center regarding any customer issues;
- Help manage the CCAR Press website;
- Support the Marketing and Sales Manager in preparing for sales conferences;
- Work closely with CCAR Press team to help facilitate work flow.

Valued Qualities, Skills, and Competencies:

- Patience/good judgment with people;
- Positive attitude;
- Good conflict resolution instincts;
- Professional and courteous telephone and office demeanor as an ambassador and representative of the organization;
- Working knowledge of Microsoft Office and database management systems;
- Quick learner with the ability to learn new programs and processes;
- Ability to manage multiple tasks and set priorities and deadlines;
- Must be highly organized and extremely detail oriented;
- Excellent interpersonal and customer service skills;
- Excellent organizational, verbal, and written communication skills (no typo or broken hyperlink gets past you);
- Willingness to be flexible;
- Good problem-solving skills;
- Ability to work as part of a team and independently;
- The ideal candidate would be a highly organized self-starter with the ability to multitask, work collaboratively and in partnership with others, as well as the capacity to work well with a range of personalities;
• Ethical foundation in both conduct and qualifications;
• Bachelor’s degree;
• Knowledge of Jewish world (desired);
• Knowledge of book publishing (desired).

Please submit your cover letter, resume, and salary requirements to hr@ccarnet.org.

About the Central Conference of American Rabbis
The Central Conference of American Rabbis is Reform Judaism’s rabbinic leadership organization. The CCAR strengthens the Jewish community by providing religious, spiritual, ethical, and intellectual leadership. CCAR and its members lead the Reform Movement on important spiritual, social, cultural, and human rights issues, as it has done since 1889. CCAR also is the center for lifelong rabbinic learning, professional development, and personal support for the 2,100 rabbis who serve more than 1.5 million Reform Jews throughout North America, Israel, and the world. Since its founding, the CCAR also has served as the primary publisher of the Reform Movement through CCAR Press and its secondary imprint Reform Judaism Publishing.