



Community Support Representative

JOB SUMMARY

Axis is seeking a dynamic and efficient Community Support Representative to engage and assist both users and donors. This role contributes to the mission of Axis by providing exceptional support to users and donors utilizing Axis resources. Axis equips parents and teens to follow Jesus in a world of Social Media, Cultural Trends, Mental Health, Technology, and Gender. We want Jesus to be in the center of a family's axis. The Community Support Representative manages the customer support inbox with excellence, ensuring Axis remains a trusted voice for Christian parents, while providing personalized stewardship to General Donors in partnership with Advancement and Marketing. This personal stewardship will include emails, phone calls, and personal notes.

JOB DETAILS

Job Title: Community Support Representative

Status: Part-Time, Non-Exempt

Department: Advancement

Reports To: Annual Giving Manager

Team Schedule: 1-2 required in-office days per week at our Colorado Springs office with the flexibility to work remotely the remaining days

Summary of Benefits: Eligible for paid time off, based on hours worked; additional benefits may apply per Axis policy

Salary Range: \$20-22 / hour depending on skills and experience

KEY RESPONSIBILITIES

- Provide personalized stewardship to General Donors through thank-you outreach, relationship touchpoints, and follow-up as assigned by Annual Giving Manager
- Go the extra mile to build meaningful connections with users and donors while balancing the value of efficiency
- Share meaningful donor connections with the Annual Giving Manager when deeper engagement may be appropriate
- Update donor records in Virtuous and HubSpot
- Manage HubSpot inboxes and filter appropriately
- Respond to user and donor questions in a timely manner, resolving complaints and service issues
- Recognize and empathize with emotions and show understanding and care in every response
- Learn Axis values and represent them consistently through responses to users and donors, providing a voice of encouragement to parents
- Provide accurate, valid, and complete information using the right methods/tools, including providing additional Axis resources when applicable
- Create and implement template responses and systems to efficiently manage inbox responses
- Communicate with people in various Axis departments to ensure user satisfaction
- Identify important issues and communicate them with the appropriate staff
- Assist with mailing donor gifts
- Follow Axis communication guidelines and expectations





SKILLS & QUALIFICATIONS

- High school diploma or equivalent
- Excellent communication skills over the phone and writing (email/slack)
- High level of emotional intelligence
- Fluent in English
- Able to demonstrate empathy and problem solve
- Excellent time management, prioritization, and organizational skills
- High attention to detail, including correct grammar and spelling
- High “say to do” ratio, strong in executing tasks to completion independently while working remotely
- Able to demonstrate professionalism in all interactions with users, donors, and staff
- Can handle confidential user and donor information with unquestionable integrity
- Strong base understanding of technology and software solutions (Google Suite, Microsoft Suite, Slack, etc.) with the ability to learn new technologies, including Hubspot and Virtuous (our CRMs)
- **Active, personal faith in Jesus Christ is required for this role. Axis is a Christian ministry, and all team members are expected to align with and affirm Axis' Statement of Faith**
- **Candidates must be authorized to work in the United States**

Preferred / Bonus Assets

- Bachelor's degree
- Proficient in Spanish
- 1+ years of donor development experience
- 1+ years of customer service experience
- Experience using CRMs such as Hubspot or Virtuous

PHYSICAL REQUIREMENTS

This position is primarily sedentary and performed in a standard office or home office environment. Essential physical requirements include:

- Prolonged periods of sitting at a desk and working on a computer.
- Frequent use of hands and fingers for typing and operating standard office equipment.
- Ability to communicate clearly via phone, video, and in-person.
- Occasionally required to stand, walk, reach, or bend.
- Occasionally required to lift or carry items up to 25 lbs.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this role.





AXIS STATEMENT OF FAITH

I believe in God, the Father Almighty, creator of Heaven & Earth. I believe in Jesus Christ, God's only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary, suffered under Pontius Pilate, was crucified, died, & was buried; He descended to the dead. On the third day He rose again; He ascended into heaven, He is seated at the right hand of the Father, & He will come again to judge the living & the dead. I believe in the Holy Spirit, the holy universal church, the communion of saints, the forgiveness of sins, the resurrection of the body, & the life everlasting.

I fully accept the teachings of the traditional Biblical view with regard to the goodness of our sexuality, the importance of chastity, & the place of heterosexual marriage as God's intended context for complete sexual expression to occur (Gen. 2:21-24). I will keep myself from sexual misconduct including disorderly conduct or lewd, indecent, or obscene conduct or expression, involvement with pornography, premarital sex, adultery, homosexual conduct or any other conduct that violates Biblical standards.

HOW TO APPLY

To apply, please email your resume to sydney@axis.org.

Candidates must be authorized to work in the United States.

This job description is a general outline of the key responsibilities & qualifications of the role at Axis. It may be modified or expanded to meet the evolving needs of the organization.

BASED ON KEY RESEARCH: PARENTS ARE UNSTOPPABLE (& AXIS REALLY HELPS)

Parents are the Solution • Dr. Christian Smith of Notre Dame: After spending two decades studying the religious & spiritual lives of American adolescents, the empirical evidence is clear. No other institution or program comes close to shaping youth religiously as their parents do.

Axis Clearly Helps Parents & 91% of the Total Time Parents Spend with Their Children Happens Before Age 18 • 3rd Party Research Firm Excellence in Giving: 50% of adults who use Axis have conversations with their youth & 60% see positive behavioral change. **CDC, World Bank, & Axis Research:** Calculating waking hours, time in school, & time away from home along with the average life span ... 91%+ of the total time parents will spend with their children happens before the age 18.

