



THE INTERNATIONAL BIBLE SOCIETY

For more than 200 years, Biblica has helped people beyond the reach of God’s Word discover the love of Jesus Christ. As we push into our third century, we continue to produce relevant and reliable Scripture translations and resources that minister to people on the margins of the Gospel—the unreached, unengaged, unseen, and unwanted. Our Mission is clear: to provide the Bible in accurate, contemporary translations and formats so that more people around the world will have the opportunity to be transformed by Jesus Christ. The Bible is at the heart of Biblica’s mission. We are captivated, challenged, and inspired by this extraordinary collection of books. We believe the Bible is God’s truth and God’s story. In everything we do, we seek to honor Christ and the everlasting Word of God. By joining the Biblica team, you’ll have the opportunity to serve in a ministry that is advancing God’s Kingdom to the ends of the earth. We desire to serve God by bringing our gifts, talents, and experiences together to make a difference around the world, living out the Great Commission. Come join us!

POSITION DESCRIPTION

Technical Customer Support Coordinator

Purpose

The Digital Innovation Technical Customer Support Coordinator will work with the Digital Innovation team to provide technical product support and solutions to Biblica’s customer-facing products. As Biblica continues to expand the range and number of products, it is critical we are able to support end users and provide technical solutions.

You’d be a great fit for this position if you enjoy working with people, and helping people solve technical issues. You are customer service oriented, which a passion to see people’s problems resolved. You’re tech-savvy and a quick learning with technical platforms—with a deep understanding of technology, and the application of technology to distribution of Scripture & ministry resources.

Reporting to the Digital Innovation Senior Project Manager, you’ll take care of Biblica’s users every week to ensure they get the support they need on a variety of Biblica products. You’ll also work on projects to evolve our customer experience, reporting back insights to our Digital Innovation team and keep our documentation updated as the tool evolves.

You’ll be an enthusiastic problem solver, keen to keep going until the issue is solved. Your customer empathy will come through in your writing style and great tone of voice. You’ll be comfortable adapting quickly and openly to changes, and eager to always learn

and apply these insights to your work - with failures an inevitable part of your experiments.

Responsibilities:

- Primary Tier 1 & 2 customer support for Biblica’s key end-user facing products, including (but not limited to): Digital Training Library (DTL); Reach4Life Mobile App; open.bible; Digital Toolbox Paratext Plugins; api.bible.
- Work with our customers through different communication channels – email, phone, Zoom and Slack.
- Communicate crucial updates through multiple channels (i.e., in-app messages, emails, blog posts, etc.)
- Help create knowledgebase content - this includes writing and updating existing articles, and create visual content
- Manage our FreshDesk ticketing system for end-user products and handle ticket resolution, assignment, and escalation.
- Triage and escalate tickets as appropriate to various internal teams.
- Help create internal processes that directly impact engagement and improve our response times
- Create reports for the product team that highlight customer feedback / sentiment
- Collaborate with a cross-departmental team to plan and execute projects
- Collaborate with other departments including Product, Legal, Marketing and Customer Success

Qualification and Competencies:

- 1-2 years of technical customer service experience is required.
- Undergraduate degree strongly preferred.
- Strong personal commitment to Christ and Biblica’s Purpose, Mission Statement, Christian Community Policy and Statement of Faith.
- Strong love and passion for the Bible and a desire to see people engage in it.
- Strong understanding of technology and digital experiences. Able to speak intelligently with technologists and understand the nuances of the modern tech landscape.
- Comfortable with a wide array of technology platforms, and able to quickly learn and understand new platforms and systems. Able to explain that technology to customers. Able to troubleshoot issues that arise from that technology.
- Strong communications skills—both written and oral.
- Comfortable working across time zones and interacting with individuals all over the world. Cross-cultural experience is a must.
- Experience working within and managing technical ticketing systems. Experience with FreshDesk a plus.
- Intuitive understanding of when to resolve tickets yourself vs. when to escalate to other team members.
- Great tone of voice and “bedside manner”—ability to explain concepts clearly to non-technical users.
- Experience in a customer-facing role or a troubleshooting environment.

- Because of the technical nature of our product, understanding how apps and websites work. This includes being able to troubleshoot minor HTML and CSS issues in web browser-based developer tools.
- Natural at problem-solving - with a huge range of customers using a complex product, it's a crucial part of the job.
- Quick learner, eager to take on new challenges. Comfortable moving quickly and adjusting to shifting priorities.
- Ability to work closely and build relationships with diverse groups of people. Loves working with people.
- This position reports to the Digital Innovation Senior Project Manager.

How to Apply

Interested candidates are encouraged to apply by sending a Resume and Cover Letter to us.humanresources@biblica.com. In the subject line, please list "Technical Customer Service Coordinator" and your Name. In the email body, please share with us in 100 words or less why you are the best fit for Biblica! Feel free to be creative. We look forward to hearing from you and thank you in advance for your interest in Biblica.

Benefits

Biblica is dedicated to providing a comprehensive and competitive benefits package designed to meet the changing needs of our employees. Come join a dedicated team that cares about your spiritual and professional growth! We offer quality healthcare coverage, including medical, dental, life, as well as a generous paid-time-off program. Additional benefits include life insurance and a 403(b)-retirement fund with employer contribution. Biblica cares deeply about our employee's spiritual health and regularly host prayer groups and related services.

The above job description is intended to describe the general nature and level of work being performed by staff assigned to this position. It is not intended to be all-inclusive as other duties as assigned are to be completed.