

**Job Title:** CarePortal Support Manager  
**Reports to:** Chief Innovation Officer  
**Position:** Full-time exempt  
**Location:** Kansas City, MO (Headquarters)

## Why Apply for this Job?

The purpose of this role is to lead support efforts that help make CarePortal as efficient and effective as possible. **A person would thrive in this role if they enjoy serving others behind the scenes, working with technology, and leading a team.** The job of the Support Manager is to help the members of the Support Team reach their highest potential by:

1. Ensuring customer service is timely and accurate on a daily basis
2. Recruiting, training, and supporting members of the Support Team
3. Collaborating effectively with other CarePortal teams

## Who is The Global Orphan Project/CarePortal?

The Global Orphan Project (GO Project) is a Kansas City based 501c3 nonprofit committed to serving vulnerable kids and families through the local church and people who care.

CarePortal is a ministry platform that supports an interdenominational network of Churches, businesses, people who care, and child serving agencies for the good of children and families in crisis in their community. This network is supported by a team that develops relationships, infrastructure, and technology to empower each participating church. The goal is transformation in the lives of hurting children/families, the Church, and child welfare. Learn more at [www.careportal.org](http://www.careportal.org).

## What will You be Doing?

To be a successful Support Manager you need to love helping colleagues and customers thrive, have excellent multitasking skills, be attuned to business processes and procedures, and be willing to adapt in accordance to rising issues or needs.

- Ensure team members are challenged and developing their individual skill sets
- Stay on top of customer concerns to head off issues proactively
- Monitor and report on KPI data while achieving KPI targets
- Promote and support collaboration among all departments to achieve results and meet client deadlines; foster teamwork and strong company morale
- Resolve inquiries via phone, live chat, and email by delivering exceptional customer support in accordance with our quality guidelines and consistent with our Core Values
- Handle support ticket escalation and customer reported issues internally and triage them to the correct team.
- Analyze and document feature requests to ensure that feature tickets accurately capture user needs alongside Training and Development teams
- Communicate complex technical information in user-friendly ways to both technical and non-technical customers
- Other duties as assigned

## What is Expected of You?

- Committed to following Jesus and mobilizing others to serve His Kingdom
- Passionate about empowering local churches to care for children and families in crisis

- Commitment to GO Project's Mission and Core Values
- Creative and efficient problem solver

## Qualifications + Required Skills

- Committed to following Jesus and mobilizing others to serve His Kingdom
- Passionate about empowering local churches to care for children and families in crisis
- 2+ years of experience managing helpdesk agents
- 2+ years experience with Zendesk - Zendesk Admin Certification desired
- 2+ years experience in customer service or tech support
- Demonstrated, practical skills in team leadership, management, and an ability to accomplish departmental goals
- Experience with learning software a plus
- Training or coaching experience preferred
- Active learner who will hold him/herself accountable for his/her own job performance
- Effective communicator and contributor in team environments
- Willingness to give and receive feedback and direction
- Strong time management and organizational skills

###

The above description is not intended to be comprehensive, but rather a focused list of priorities. Success provides the opportunity to not only build a career, but also bring much-needed support and care to local children and families in crisis in Kansas City and around the world. Successful candidates, like all GO Project members, are expected to live and work consistent with GO Project's vision, mission, and values.

The Global Orphan Project is a 501c3 non-profit located at 3161 Wyandotte, Kansas City, MO 64111. GO Project associates are at-will employees.

**For consideration, email your resume, references, and cover letter to:**  
[careers@goproject.org](mailto:careers@goproject.org)