

Job Title: Support Specialist
Reports to: Support Manager
Position: Full-time exempt
Location: Kansas City, MO (Headquarters)

Why Apply for this Job?

The purpose of the Support Specialist's role is to assist the Support Manager & the Global Ministry Support (GMS) team in efforts that help make the CarePortal platform as efficient and effective as possible. A person would love this role if they enjoy serving others behind the scenes, working with technology, and being part of a team.

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.

What will You be Doing?

To be a successful Support Specialist 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.

- Internal
 - Contribute to ongoing technology innovation
 - Support the Global Ministry Support (GMS) team
 - Proactively contribute to the overall improvement of CarePortal
 - Submit issues to the development team using our internal ticketing system
- Troubleshooting
 - Respond to general inquiries for support from any CarePortal user via Zendesk tickets, email, or phone call
 - Test new platform features and document feedback
 - Identify and communicate trending issues to the Support Manager
- Field Team
 - Ongoing support of the CarePortal field team to improve their effectiveness
 - Support Implementing Partners and Agencies to improve their effective use of the platform as needed
 - Support CarePortal Churches and Community Champions to assist them in responding & meeting requests

Qualifications + Required Skills

- Committed to following Jesus and mobilizing others to serve His Kingdom

- Demonstrated technical and database skills in Microsoft and Google office software
- Prefer 1+ years of experience in customer service or technical support
- 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
- Clear sense of calling to this role in this organization
- Demonstrated record of operational effectiveness achieved through collaboration
- Effective communicator and contributor in team environments
- Strong time management, written, and organizational skills
- Willingness to give and receive feedback and direction
- Strong desire to serve others and help them succeed
- Prefer experience with Zendesk or an equivalent ticketing system

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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