



Three Sixteen Publishing Inc.  
Irvine, Ca.

July 2022

**Job Title: Customer Service – Part Time**

Part Time 15-30 hours, minimum 3 days a week between Monday through Saturday (Some flex time, working from home, including evenings is allowed, but only in combination with weekly in office hours).

Pay Range: \$15-18 an hour, depending on experience.

Company:

Three Sixteen Publishing is the home of Steadfast Bibles, Green Egg Media and Bella Paper. Our publishing company is experiencing significant growth with the development of additional solidly Biblical resources. Leading the growth is the continuing expansion of the Legacy Standard Bible product line ([lsbible.org](http://lsbible.org)) with many new editions planned for this year and beyond. Also in 2022 we are broadening our global reach through retail and direct-to-consumer distribution channels.

Job Overview:

The ideal candidate thrives well in a team atmosphere, is well organized and able to multitask a number of different job functions each day, being productive, responsive and flexible as needs can change. Candidate must be able to communicate effectively in the Evangelical culture since the largest target market for our resources is a Christian audience and this position requires the proper handling of incoming inquiries.

Responsibilities:

Support our staff in our Irvine, Ca. Headquarters. A partial list that includes:

- Customer service inbound and outbound communication as necessary.
- Handle confidential information securely from both internal and external sources.
- Other tasks and projects as assigned, including assisting temporarily with needs that arise in other depts.

Job Requirements:

- Proficient in Microsoft Office and Google Docs.
- Shopify, Ship Station and Help Scout (or an equivalent customer service platform).
- Self-starter who is responsible, trustworthy and meticulous. Able to maintaining a high level of accuracy and follow company policies.
- Outstanding ability to organize and prioritize daily workflow.
- Proactive, strategic and motivated to deliver great customer service.
- Able to process incoming returns, track lost orders and generate claims when necessary.
- Excellent verbal and written communication skills.
- Basic math to include discounts and percentages.

**To Apply:**

**Please submit your resume, weekly days of availability and a one or two paragraph explanation as to why you are applying for this position. Email it to [jobs@316publishing.com](mailto:jobs@316publishing.com) *(Please, no phone inquiries)***