Sales and Customer Support Assistant (Bilingual)

Type: Full-Time Salary
Location: Downers Grove, IL (Onsite)
Reports to: Finance & Customer Support Manager

About Midwest Theological Forum
Midwest Theological Forum (MTF) is a Catholic nonprofit publisher dedicated to serving the Church, especially through the formation and ministry of priests, teachers, and catechists. The mission of our books and initiatives is to help Christians know, love, and serve God with all their hearts and minds to fully participate in the work of evangelization.

Position Summary
The Sales and Customer Support Assistant helps promote MTF's books and resources to parishes, dioceses, schools, bookstores, and individual customers; processes orders and customer inquiries; answers emails and phone calls politely, accurately, and knowledgeably; greets customers, visitors, authors, vendors, and delivery personnel who come to the office; maintains contact lists; helps track essential sales activity; and supports sales and marketing initiatives and events.

Primary Responsibilities
- Assist with sales outreach to parishes, Catholic schools, dioceses, bookstores, and individual customers.
- Provide friendly, professional customer service by answering phone calls and emails politely, accurately, and knowledgeably; assist customers with questions about products, orders, and basic account information.
- Greet customers, visitors, authors, vendors, and delivery personnel who come to the office, helping direct them appropriately and creating a welcoming first impression.
- Coordinate details for exhibitions, conferences, events, direct mailings, and seasonal promotions.
- Track essential sales and marketing activity and prepare simple reports as needed.
- Work collaboratively with staff to advance the organization's Catholic mission and publishing goals.

Qualifications and Preferred Experience
- Practicing Catholic with a strong understanding of the Church's educational and theological tradition.
- Bachelor's degree required; degree or coursework in theology, communications, marketing, or a related field preferred.
- Strong written and verbal communication skills in English and Spanish.
- Excellent organization, attention to detail, and ability to manage multiple tasks.
- Comfort with Microsoft Office, email marketing tools, social media, and basic database or CRM systems.

- Customer-service and mission minded, welcoming, and comfortable working collaboratively in a small nonprofit environment.

Work Hours
Monday through Friday, 8:00 a.m. to 5:00 p.m.

How to Apply
Please submit your résumé and a brief introduction describing your interest in this position to:

Elia Rivera
Executive Director – Midwest Theological Forum
erivera@mwtf.org

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