

SOUTHERN UNION CONFERENCE

Job Description



Job Title:	Readership Engagement/Customer Service Representative	Type Of Position:	Hours Per Week <u>20-25</u>
Location:	302 Research Dr., Norcross, GA 30092	Full Time _____	
Department:	Communication	Half Time <u>X</u>	Exempt _____
Reports To:	Director	Intern _____	Nonexempt <u>X</u>

POSITION SUMMARY:

Manage readership engagement by helping readers of multiple generations and language receive and read the print, digital, and online versions of the Southern Tidings and Adventists World and E-Adventist. Support and assist the sign engineer with customer service and administrative duties.

SCOPE OF RESPONSIBILITY:

- Answer telephone calls, emails, letters, and questions.
- Manage digital Southern Tidings new pages on Facebook and Instagram.
- Analyze readership levels and demographics of SouthernTidings.com to provide data needed to sell digital advertising.
- Assist with promotion of magazine on university campuses, youth events, and camp meetings.
- Assist sign engineer with sign permits, applications, sales, installation, maintenance schedule, competitive pricing, and webpage.
- Offer consultations, make recommendations on sign design, submit design to manufacturer for quote.
- Stay current with county/city sign, ordinances, zoning, and wind-load requirements.
- Process on-line orders, quotes, purchase orders, payments received and accounts payable.
- Document sales, payments, and sign inventory on Excel spreadsheet.
- Prepare annual, quarterly, and year-end reports.
- Manage storage room files for Southern Tidings and other files for annual audit.
- Categorize, caption, and tag digital photo archives.
- Update records and assist membership clerks on duplicate member records.
- Assist in creating brochures.
- Distribute monthly and promotional labels.
- Maintain Southern Tidings, E-Adventist, and Adventist World address labels and lists, subscriber lists, and corrections.
- Monitor change requests and return postage.
- Perform other duties as required by director.

QUALIFICATIONS/ACCEPTABLE TRAINING AND EXPERIENCE:

- Understanding eAdventist.net membership program, purpose, and use.
- Bilingual
- Computer literate and proficient with Excel
- Customer Service experience
- Detail-oriented and highly organized
- Proficient with Facebook, Instagram, and other social media
- Basic newswriting skills
- Relates well with youth and young adults

KNOWLEDGE AND SKILL:

Well-developed knowledge of principles, policies, and beliefs of the Southern Union Conference and the Seventh-day Adventist Church. Must exhibit extensive initiative; often working with minimal supervision. Adaptable and able to evaluate priorities. Ability to perform secretarial and support duties with speed and accuracy without constant supervision. Must be creative in writing letters and in handling of office affairs, both regular and special. Must be able to read, speak, and hear in English and Spanish language. Must be able to communicate effectively both orally and in writing.

Knowledge of up-to-date office procedures such as filing, telephone techniques, office equipment (copy/scanner/fax machine, binding equipment, computer, etc.), and English usage (spelling, grammar, punctuation, etc.). Must be able to facilitate good communication among departmental staff, other departments, and outside personnel. Additional computer skills must include but are not limited to a working knowledge of data entry, efficient email methods, calendaring techniques and Microsoft Office Suite (Word, Excel, Access and Publisher). Must have a working understanding of current web technology and practices and should be able to manage strategies that integrate with organizations website and online information systems.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS:

Contact with many people, both internally and externally. Contact with all persons having business with director and Sign engineer, whether by telephone, correspondence or personal contact. Must have both a pleasant personality as well as good telephone manners. Must possess the ability to deal tactfully and effectively with internal and external personnel on a daily basis. Must be able to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for director, department, Southern Union Conference and Seventh-day Adventist Church.

PHYSICAL REQUIREMENTS:

Some standing, walking, bending, kneeling, carrying of light items, etc. required. Standard work hours, as defined in the Southern Union Conference Employee Handbook, are required. Overtime is rarely required and never permitted without departmental director's/Treasurers approval.

WORKING CONDITIONS:

Essential responsibilities are performed in sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well lighted and ventilated. Any request for travel must have departmental director's/Treasurers prior approval.