

Christian Record Services, Inc.

Job Title: Member Services Liaison (Hispanic Services)

Supervisor: Director of Member Services and Studio

Department: Member Services and Studio

Schedule: Regular Part Time (28 hours/week)

Wage Scale: \$14.37 – 20.17/hour

Updated: June 1, 2019

Prerequisite

- Be an active and enthusiastic member of the Seventh-day Adventist Church

Member Services Responsibilities

- Process library resources
- Update returned mailing addresses in database
- Respond to incoming inquiries from and provide services and resource information to members and church entities
- Make outbound support calls to Hispanic members to strengthen membership and educate about available services and resources
- Provide tech support to members for use of library app
- Explore ideas with Member Services team to build Hispanic membership and achieve growth goals
- Assist with studio projects
- Coordinate production of Spanish resources, including *El Centinela* and Spanish Sabbath School lessons
- Coordinate volunteer voice talent for Spanish audio productions
- Translate English materials to Spanish as needed
- Other duties as assigned by supervisor and/or administration

Education/Experience

- High school completion required; college experience preferred
- Fluency and accuracy in written and verbal communication in both English and Spanish
- Accurate data entry required
- Telephone communication experience with excellent customer service skills required
- Microsoft Office 365 knowledge and proficiency in work-related platforms
- Demonstrated computer skills necessary for position
- Audio and/or video editing preferred