

Christian Record Services, Inc.

GENERAL JOB DESCRIPTION AND RESPONSIBILITIES

Job Title: Member Services Liaison (Hispanic Services)

Department: Member Services, Studio,
and Outreach Ministries

Schedule: Regular Full Time (38 hours/week)

Wage Scale: \$14.37 – 20.17/hour

Supervisor: Director of Member Services and Studio

Updated: April 2019

ESSENTIAL JOB FUNCTIONS:

- 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 members to strengthen membership and educate about available services and resources
- Provide tech support to members for use of library app, including use of screen readers like NVDA once trained
- Explore ideas with Member Services team to build Hispanic membership and achieve growth goals
- Assist with studio projects
- Coordinate production of Spanish magazine resources, including *El Centinela* and Spanish Sabbath School lessons in collaboration with Editorial director
- Review potential Spanish resources in collaboration with Member Services Director
- Coordinate volunteer voice talent for Spanish audio productions in collaboration with Member Services Director
- Translate English materials to Spanish as requested by Member Services Director
- Other duties as assigned by supervisor and/or administration

QUALIFICATIONS AND SKILLS

Education: High school completion required; college experience preferred

Membership: Must be a member in good standing in the Seventh-day Adventist Church

Skills:

- 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

The above statements are intended to describe the general nature and level of work to be performed by the individual in this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for this position. Employees may have other duties assigned at any time.

The position will remain open until filled.

Submit resume and cover letter by email to info@christianrecord.org along with Christian Record's Employment Application, which can be found at www.bit.ly/CRSBjobs

No phone calls please.