



JOB DESCRIPTION

Job Title: Listener Services Coordinator
Classification: Full-Time, Non-exempt
Location: Appleton, Wisconsin
Reports to: Business Office Manager

Overview:

The goal of Listener Services position is to help fulfill The Family's mission by helping all people in our listening areas draw closer to Christ and through our mission in broadcasting the hope of Jesus Christ to strengthen and encourage listeners. This position provides administrative assistance to the front office and provides a good first impression of the radio ministry to the public by answering phones, greeting station guests and giving tours, answering listener e-mails, coordinating volunteers, assisting with confidential donor records and more.

Faith-Based Expectations:

- Uphold and live out The Family Radio Network, Inc.'s Mission, Vision, Core Values, and Doctrinal Statements and Beliefs.
- Exhibits servant leadership as patterned by Christ. The Listener Services Coordinator is compassionate, speaks the truth in love, solicits feedback, has spiritual maturity, and will foster an atmosphere for The Family team to flourish.
- The Listener Services Coordinator needs to maintain a personal relationship with and be a consistent witness for Jesus Christ. Maintain a courteous, Christ-like attitude in dealing with people within and outside the organization.
- The Listener Services Coordinator will be able to minister, pray and share the Gospel with listeners and donors.
- The Listener Services Coordinator is expected to be actively involved in a local church.

Primary Responsibilities:

- Assist callers and direct calls.
- Greet and serve visitors.
- Receive prayer requests and pray with listeners, as needed.
- Enter and maintain donor records; write, merge and mail thank you letters; monthly and year end responsibilities.
- Follow up with donors regarding day sponsorships, write messages, communication with Traffic and Production Departments.
- Handle administrative tasks such as scanning, copying, filing, faxing, organizing, mailing, generating reports, setting up meetings and various website functions.
- Process volunteer applications.
- Receive, sort, and distribute incoming mail.
- Processing and mailing outgoing packages.

- Record staff meeting minutes and distribute.
- Support the CEO with Administrative Duties.
- Design on-line forms, as needed.
- Proof reading.
- Assist in organizing luncheons and events.
- Organize office supplies, various print materials, etc.
- Assist with station fundraisers twice a year or as needed.
- Attend community engagement events, as needed.
- All other duties as assigned.

Requirements:

- Has a personal relationship with Jesus Christ; is spiritually grounded and knowledgeable of the Bible.
- Maintain confidentiality in all aspects of listener, clients, staff, and company information.
- Computer proficiency and working knowledge of Microsoft Office Suite with emphasis in Word & Excel.
- Accuracy and attention to detail.
- Strong verbal and written communication skills and interpersonal people skills.
- Time management skills, self-starter, and ability to multi-task.
- Strong organization and planning skills.
- Passionate about the station, the vision and mission of The Family.
- Emotionally intelligent.
- Highly motivated team player capable of working effectively under pressure.
- Ability to work independently and be self-motivated. Ability to work well within a team. Must be a good fit with the station. Able and willing to accept supervision.
- Professionalism and excellence.

Experience and Education:

- High School Diploma required. Associate Degree preferred.
- 2-year minimum administrative, receptionist, data entry experience.

Other Duties:

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Physical Demands/Working Conditions:	Continuously (67% - 100%)	Frequently (34% - 66%)	Occasionally (1% - 33%)
Working in usual office environment	x		
Focusing on computer screen for extended periods of time	x		
Keyboard and mouse use for extended periods of time	x		
Communicating clearly (speak) in English	x		

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Physical Demands/Working Conditions:	Continuously (67% - 100%)	Frequently (34% - 66%)	Occasionally (1% - 33%)
Reading and following written directions	x		
Hearing	x		
Listening	x		
Vision (close, distance & ability to adjust focus)	x		
Using hands/fingers to handle, feel or write with clarity	x		
Sitting or standing for extended periods of time		x	
Driving for work			x
Driving at night and/or in poor weather conditions			x
Lifting and/or carry – up to 25 lbs.			x
Pulling and/or pushing			x
Walking			x
Walking on uneven ground			x
Reaching with hands and arms			x
Stooping, Kneeling, Crouching or Crawling			x
Climbing stairs			x
Climbing ladders			x
Exposure to outdoor conditions			x
Working overtime hours as required			x
Working in confined places			x
Being exposed to excessive noise			x
Travel within Wisconsin (away from primary work location)			x

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