American Radio Relay League Inc.

Job Description

Radiosport Associate

Position: Radiosport Associate
Classification: Non-Exempt
Reports To: Awards Program Supervisor
Salary Range Based on Experience: $18.25 - $21.11

Summary:

Process applications, cards and paperwork related to Radiosport award programs and services.

Essential Functions & Responsibilities:

- Record incoming applications from different methods into Logbook of The World (LoTW) or DX Century Club (DXCC) system.
- Process various individual award applications from start to finish that includes data processing, application review, payment calculation and processing, certificate printing, plaque processing, order fulfillment and shipping.
- Solicit clients to purchase additional awards and services for which they qualify.
- Work in team environment receiving and providing guidance to other staff members on job-related tasks including taking on other duties as assigned in support of organizational goals.
- Type a minimum of 1,800 QSOs per day with an error rate of less than 1 percent.
- Edit (proofread) QSOs from data entry with an error rate of less than 1 percent.
- Complete credit card charge transactions and record financial transactions in appropriate systems.
- Enter data into various Radiosport departmental databases with high accuracy.
- Provide detailed and accurate customer service to program participants via email, phone and
- in-person.
- Process historical/paper records or applications into LoTW or DXCC into modern system.

Performance Measurements:

- Contribute to creating positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Exhibit proficiency with the use of proprietary systems, Outlook and MS Office applications.
- Effectively and accurately keyboard data entry with a minimum of 40 to 50 wpm.
- Shows strong ability to work independently and in a team environment.
- Exhibit high levels of consistent accuracy.
- Ability to provide positive and effective customer service.

Knowledge & Skills:

Experience: One year to three years of similar or related experience.

Education: A high school education or GED.

Interpersonal Skills: Work involves contact with people beyond immediate associates regarding routine matters for the purpose of giving or obtaining information require courtesy and tact.

Other Skills:

- Extremely detailed oriented.
- Excellent communication and customer service skills required.
- Strong keyboarding skills.
- Working knowledge of Windows and Microsoft Office applications.
- Ability to work in team environment.

Physical Requirements; Prolonged periods of sitting and computer use. Must be able to lift and move up to 20 lbs. occasionally.

Work Environment: On site office environment in Newington, CT.

We offer a comprehensive benefits package that includes medical, dental, and vision insurance; Health Savings Account (HSA) and Flexible Spending Account (FSA) options; paid time off and paid holidays; and a 403(b) retirement savings plan.