



Media Department Content Fulfillment Associate

Overview

Renew Outreach is a Christian organization located in the metro-Atlanta, GA area that provides cutting-edge technological tools and strategies to Christian missionaries and ministries. Our primary mission is to use technology to advance the Gospel of Jesus Christ across the earth. We highly value prayer, worship, and the power of the Holy Spirit. Renew is seeking a person with strong organizational and interpersonal skills to fill an immediate open position on our Media Department service team.

The ideal candidate will have experience working in a fast-paced order fulfillment environment requiring attention to detail and some technical understanding. The Media Department Associate's primary role is to provide accurate speedy fulfillment of media orders on a variety of devices in various formats and will be trained on building out all of the devices and systems Renew offers. We are looking for a highly motivated self-starter who can handle high volume and multi-task media projects. Candidates must be capable of regularly lifting boxes of 20 lbs. or more.

Preferred Skills

- Has customer service and serving with excellence as core values
- Has the gift of service and a warm and friendly personality with a positive attitude
- Flexible – able to quickly and easily adapt to needed project and focus changes
- Detail oriented, strong multi-tasker with high level organization skills
- Adept at the basics of computer usage: navigating file systems, copying files, etc.
- Self-starter who takes initiative, who when trained needs little supervision
- Able to juggle multiple projects and meet deadlines for time-sensitive requests

Duties & Responsibilities

- Media Loading
 - a. Receive media orders and prioritize daily requests based on deadlines
 - b. Load media masters on micro SD, audio players and other electronic devices as required
 - c. Assist with updating media loading specifics onto Donation Receipts as needed
 - d. Oversee mass duplication of masters on all device mediums to satisfy order requirements
 - e. Accurately QC and test each completed media order to ensure proper formatting and function
 - f. Pack and prepare media orders for shipment
 - g. Keep Media Department clean and organized and restocked
- Customer Service
 - a. Provide Partner Relations support as a backup by answering phones and assisting customers
 - b. Answer basic questions on Renew products and assist in basic customer support
 - c. Direct phone calls to other Renew personnel as needed
- Order Fulfilment
 - a. Create shipping labels and pack systems for shipment to customers
 - b. Assist Production Team in getting high priority orders completed with short deadlines, including building out Vista or other systems as needed.