

**American Radio Relay League Inc.**  
**Logbook of The World Support Associate**

Department:	RADIOSPORT	Grade:	6
Reports To:	Radiosport & Regulatory Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Starting Pay Rate:	\$20.25 to \$21.50		

**Role:**

This position requires strong customer services skills as well as high attention to details to assist Logbook of The World (LoTW) users, process LoTW certificate requests and answer questions about LoTW features and services.

**Essential Functions & Responsibilities:**

- \*Interface with LoTW users by telephone and/or e-mail to answer user questions about using proprietary client software and the on-line LoTW services.
- \*Explain how to use all the features of LoTW and answer questions about installing and using the proprietary client software.
- \*Guide users through the basic LoTW processes including assistance with some basic computer functions such as saving or finding a file.
- \*Assist users with multiple accounts and/or call signs.
- \*Use proprietary software to process electronic certificates.
- \*Open mail and file documents.
- \*Other duties as assigned including providing assistance within the Radiosport department as needed.

**Performance Measurements:**

1. Contribute to creating positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
2. Ability to quickly understand customer inquiries and explain program procedures and software system functionality.
3. Exhibit excellent computer skills, including proficiency with proprietary client software, Windows and Microsoft Office suite.
4. Exhibit excellent verbal and written communication skills.
5. Exhibit strong compassionate customer services skills including excellent and patient listening skills at all times.
6. Ability to maintain composure under stressful conditions.

**Knowledge and Skills:**

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

Education Post High School education expected. Two-year associate's degree preferred.

Interpersonal Skills Work involves contact with people beyond immediate associates regarding routine matters for the purpose of giving or obtaining information which may require some discussion. Outside contacts take the form of service to customers, requiring excellent patience and courtesy in providing assistance and information.

Other Skills

1. Strong computer skills.
2. Knowledge of MS Windows.
3. Knowledge of Mac OSX is a plus.
4. Excellent verbal and written customer services skills.
5. Strong writing skills with the ability to communicate via e-mail.
6. Amateur Radio experience a plus.

Physical Requirements Must be able to sit for extended periods of time and lift 20 pounds.

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