

## **Job Posting**

**Position:** Radiosport Logbook of The World (LoTW) and Awards Associate

**Department:** Radiosport

**Supervisor:** Radiosport Manager

**Classification:** Non-Exempt/Hourly

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### **Summary of Position:**

The American Radio Relay League (ARRL) is the largest membership association for the amateur (“ham”) radio hobby and service in the US. For more than 100 years, ARRL has been the leading source of information about amateur radio. Our books include flagship publications such as the annual *ARRL Handbook for Radio Communications*, the *Antenna Book*, and a suite of ham radio licensing manuals, as well as books on specific areas of radio science, technology, and practical use. On-Air operating Contests and Awards are supported to encourage interpersonal communications between Amateur Radio operators worldwide.

The Radiosport LoTW and Awards Associate is part of the Radiosport Department. The position requires strong customer service skills as well as high attention to detail; Assists in all activities found within the Radiosport Department, with priority given to assisting with Logbook of The World customer-support functions, as well as assisting with Award fulfillment for On-The-Air activities. Additional duties include (but are not limited to) On-The-Air Contest Program support, QSL Card Bureau support, and W1AW bulletin station operations. The position may require limited travel to and representation of the Radiosport Program at domestic conventions/hamfests. This is a full-time, on-staff, on-premises job, based in Newington, Connecticut.

### **Major Duties and Responsibilities:**

- Support the LoTW System (including Callsign Certificate and LoTW web Dashboard).
- Perform support for DXCC, Worked All States and other ARRL Awards Fulfillment.
- Provide assistance with other facets of the Radiosport Department workload.
- Special projects as assigned.

**Expectations:** Understand Amateur Radio on-air operations, including Logging Processes to result in qualification for ARRL issued Awards. Be able to quickly understand customer inquiries and explain Award program procedures and Award software system functionality.

### **Knowledge and Skills:**

- Amateur Radio license preferred.
- Participation in ARRL Awards or Contest Programs preferred.
- Strong compassionate customer service skills.
- Be a good (patient) listener.
- Be able to provide efficient issue resolution.

**Experience:** 3–5 years solid-customer service experience. Proficiency in Microsoft Office products (Outlook, Word, Excel, Access). Preference given to candidates who have worked on technical or scientific books.

**Education:** Post High-School Education expected (Associates or higher Degree preferred). Relevant customer-service work experience.

**Interpersonal Skills:** The ability to be clear, specific, professional, and courteous in spoken and written communication.

**Physical Requirements:** Sitting at a workstation. Carrying boxes of Awards / QSL Cards / Plaques / mail up to 25 pounds (and up 1 story of stairs).

**Work Environment:** Office.