

Job Opportunity

Job Title: Support Associate, Logbook of The World (“LoTW”)

Report to: RadioSport

Job Category: Full-time

Classification: Non-Exempt/Hourly

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 primary functions of this role are to assist with support for Logbook of the World users (LoTW), process certificate requests and answer questions about LoTW features and services.

This is a full-time, on-staff, on-premises job, based in Newington, Connecticut.

Major Duties and Responsibilities

- Interface & provide customer service support to LoTW users by way of the telephone and/or email.
- Assist users in properly using all the feature of LoTW and answer questions regarding the usage of this proprietary software.
- Guide users through the basic LoTW process, provide assistance as required.
- Assist users with multiple accounts and/or call signs.
- Open mail, file hardcopy documents, and
- Other duties as assigned.

Expectations

- Contribute to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Provide superior customer service to LoTW users and members.
- Must be reliable, punctual and possess the ability to maintain your composure under stressful situations.
- Must exhibit excellent verbal and written customer service skills.

Knowledge and Skills

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

Education: High school diploma or GED.

Interpersonal Skills: Work involves contact with persons 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 the public (customers or vendors), requiring excellent patience and courtesy in providing assistance and information.

Other Skills:

- Above average computer skills.
- Knowledge of Microsoft Windows.
- Knowledge of Mac OSX a plus.
- Amateur Radio experience a plus.
- Excellent verbal and written communication skills.
- Good writing skills with the ability to communicate effectively via email.
- Ability to lift 20 pounds.

Work Environment: Office located in Newington, CT

To apply please submit your cover letter & resume to Human Resources (hr@arrl.org)