



ONE LICENSE
Empowering Congregational Song

7343 S. MASON AVE. CHICAGO, IL 60638
www.onelicense.net | 800.ONE.1501

Job Posting: License Holder Support Agent Part Time & Full Time Options

Announcement: ONE LICENSE seeks to grow their team of License Holder Support Agents for employment in an ever-growing digital copyright licensing agency for sacred music.

At ONE LICENSE, our top priorities are to support our organizations empowering congregational song and to ensure that authors, composers, and publishers receive the appropriate royalties for their work. You are joining a community of music ministers, tech experts, pastors, and lay people who care deeply about dynamic, inclusive worship. On the ONE LICENSE team, you would be working with a global group of talented, loyal, dedicated, and reliable team members who provide solutions, education, and technical support for those we serve. Our agents work in Australia, New Zealand, the United Kingdom, Europe, and the United States.

Job Description

- Serve nearly 28,000 churches, schools, retreat centers, religious communities, funeral homes, and campus ministries using ONE LICENSE—a global, internet-based company—as their resource for online music licensing and permissions for congregational song.
- Communicate with customers and potential customers through Zoom phone, Zoom video, email, voicemail, and Zendesk, our online ticketing system that receives thousands of inquiries each month.
- Handle inquiries from potential customers and maintain ongoing communications in an effort to promote the ONE LICENSE services that would best cover their needs and onboard them as customers / License Holders.
- Collaborate with a small team within a broader parent-company environment, including interdepartmental communications and teamwork.
- Basic accounting responsibilities, such as data entry, filing, and processing credit card and wire transfer transactions.
- Basic customer service support, including answering questions, providing educational resources, and sending statements/invoices to users.

Candidate Qualifications & Requirements

- Candidate must be a “self starter,” reliable, communicative, and dependable. Loyalty to the organization and willingness to make a long-term commitment is crucial.
- Candidate must be willing to learn new skills in a short period of time and be willing to increase their current knowledge of copyright, sacred music, and licensing.
- Candidate must be able to stay calm under pressure, exhibit patience with customers, and be willing to ask for help when needed. Humility and a willingness to learn are foundational elements when working on our team.
- Knowledge of a variety of computer / internet platforms, including Google Drive, Microsoft Office, Zoom, and Gmail is required. Experience with Zendesk, MailChimp, Basecamp, Canva, and Wordpress is a plus.
- Candidate must have an Associate’s Degree or equivalent job experience.

Benefits of the position include:

- Fully remote role (must reside within the US)
- Hours are flexible, with an understanding that the majority of the hours will need to be during typical business hours in the Central time zone.
- Both full- and part-time roles are available, allowing candidates to balance other commitments and responsibilities if desired.

Candidate Preferences

While not required, special consideration will be given toward candidates who:

- Are bilingual in French.
- Can exhibit firsthand experience with music, sacred music a plus.
- Have experience in a general customer service role, and have additional experience in a subject area, such as accounting, marketing, church music or communications.
- Have a Bachelor's Degree or equivalent job experience.

Location: Head office in Chicago / Bedford Park / Oak Park, Illinois, this is a completely remote role.

Reports to: General Manager, Dr. Katie M. Deaver.

Compensation: Starting rate for this position is \$17 / hour, regardless of part- or full-time status.

Health Insurance / Company Benefits: eligibility after 90 days of employment for full-time.

Start date: Immediately, or at a date agreeable with the candidate and General Manager.

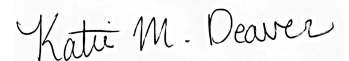
To apply for this position, please submit a resume and cover letter to:
Katie M. Deaver, Ph.D., General Manager | katied@onelicense.net

If your background and experience seem to indicate a good fit for our team,
you can expect a confirmation reply, followed by a Zoom interview.

You are welcome to submit questions anytime.

I look forward to your application!

Sincerely,



Katie M. Deaver, Ph.D.
ONE LICENSE General Manager