



Job Posting: License Holder Support Agent

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 inspiring congregational song and to ensure that authors, composers, and publishers receive the appropriate royalties for their work. At ONE LICENSE, 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 more than 24,000 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 processing checks, data entry, filing, processing credit card and wire transfer transactions.
- Basic customer mailings, including promotional mailers, statements, invoices, and overseas mail.

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 and internet platforms, including Google Drive, Microsoft Office, Zoom, and Gmail is required. Experience with Zendesk, MailChimp, Basecamp, and Wordpress is a plus.
- Candidate must have an Associate’s Degree or equivalent job experience.

Benefits of the position include:

- Flexible work hours, allowing the candidate to create work / life balance in their schedule. Time zone flexibility is also taken into consideration for candidates outside of the Chicago area.
- Both full- and part-time roles are available, allowing candidates to balance other commitments and responsibilities if desired.
- Opportunity for completely remote work, if it is a good fit for the specific candidate at the discretion of the General Manager.
- Opportunity for advancement within the company, including License Holder Support Specialist.

Candidate Preferences

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

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

Location: Head office in Chicago/Bedford Park/Oak Park, Illinois, with opportunity for completely remote work.

Reports to: General Manager, Brenna C. Cronin.

Compensation: Hourly—negotiable and commensurate with experience.

Health Insurance / Company Benefits: eligibility after 90 days of employment.

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:
Brenna C. Cronin, General Manager
brennac@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,



Brenna C. Cronin
ONE LICENSE General Manager