



**ONE LICENSE**  
*Inspiring congregational song*

7343 S. MASON AVE. CHICAGO, IL 60638

[www.onelicense.net](http://www.onelicense.net) | 800.ONE.1501

### **Job Posting: Assistant Manager—Full Time**

*Announcement: ONE LICENSE seeks a full time Assistant Manager for employment in an ever-growing digital copyright, sacred music licensing agency.*

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 are joining 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 21,000 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 through telephone, email, voicemail, and Zendesk, our online ticketing system, which receives thousands of inquiries each month.
- Collaborate and help lead a small team within a broader parent-company environment including interdepartmental communications and teamwork.
- Willingness to take on high-level projects, such as marketing efforts, lean management systems, group sales, accountability measures, training presentations, leading webinars, client communications, etc.

#### 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.
- Bachelor's degree is required, Masters degree is preferred. Emphasis or area of study in arts administration, management, music, communications, liturgy, business, or related field is a plus.
- Candidate must have 3-5 years of experience in leading and managing a team.
- Candidate must be willing to learn new skills in a short period of time and be willing to increase their current knowledge of copyright and licensing.
- Candidate must be able to stay calm under pressure, exhibit patience with customers and team members, 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. Experience with Zendesk, MailChimp, Basecamp, and Wordpress is a plus.
- Candidate must live in the Chicago area or be willing to travel to the Chicago area if not.

#### Benefits of the position include:

- Flexible work hours, allowing the candidate to create work / life balance in their schedule.
- Opportunity for remote work if it is a good fit for that specific candidate.
- Promotional opportunities within the company.

## Candidate Preferences

- While not required, special consideration will be given toward candidates that:
  - Can exhibit first hand experience with music, specifically sacred music.
  - Can offer proven experience of learning under a variety of employees at different levels.
  - Have experience in a general management role, but can exhibit experience in a subject area, such as marketing, communications, accounting, IT, etc.
  - Are bilingual in Spanish.

Location: Main offices are located in Chicago/Bedford Park/Oak Park, Illinois, with opportunities for remote work. We are open to an entirely remote candidate if they are the best fit. We are also open to helping with relocation if interested.

Reports to: General Manager, Brenna C. Cronin.

Compensation: Salaried, Negotiable and commensurate with experience.

Health Insurance / Company Benefits: Included after 90 days.

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

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To apply for this position, please submit a resume, cover letter, and writing sample to:  
Brenna C. Cronin, General Manager  
[brennac@onelicense.net](mailto:brennac@onelicense.net)

You can expect a confirmation reply, followed by a Zoom interview.

I look forward to your applications!

Sincerely,

