

About RightNow Media

RightNow Media serves 18,000 churches and businesses every day in 25 countries. Similar to Netflix, our streaming media service allows Christians to access over 20,000 biblical videos from 250 of the top Christian publishers, ministries, and communicators in the country. In addition to distributing video content from other producers, our team has produced many RightNow Media Originals featuring well-known pastors and leaders including Matt Chandler, Jennie Allen, Max Lucado, Francis Chan, David Platt, Eric Mason, Chip Ingram, Louie Giglio, Gary Thomas, Lisa Harper, and others. RightNow Media has videos for small groups, families, students, leadership development, and much more.

As a non-profit organization, we firmly believe the mission of the Church matters. Everything we do is rooted in the belief that the Church—God’s people—can have a powerful impact on this world through the power of the gospel. Our team loves the Church.

We value family. We value hard work. We value teams. We value the power of stories.

Job Description: Simulcast Consultant

The Customer Success Simulcast Consultant is responsible for recruiting and educating prospective host sites on the benefits of hosting a Simulcast event. The Simulcast Consultant also provides guidance and preparation to registered host sites and host site attendees to ensure a good state of readiness for RightNow Media simulcast events.

Essential Functions & Responsibilities:**A. Self-Coordinating**

Simulcast Consultants will coordinate using phone and email communication in their region to recruit host sites. This would also include responding to inbound requests.

B. Host Site Demo

Demos will be used to explain the hosting process and answer questions for potential host sites for our events.

C. Demo Follow Up

Simulcast Consultants will follow up with potential hosts that have submitted interests forms or that have gone through demos in order to help them arrive at a decision about hosting. This also includes keeping all CRM systems updated with progress.

D. Host Site Preparation

Simulcast host sites and host site attendees will have access to the Simulcast Consultant for their region in order to help them prepare to effectively promote and host their local event. This also includes keeping all CRM systems updated with progress.

E. Provide Key Guidance

The Specialist will work with our internal team at RightNow Media and with our customers to formulate and provide very specific guidance on how to plan and execute simulcast events with outstanding results.

Eligibility Competencies:

- A. Must be self-motivated with an ability to stay focused and accomplish tasks in a timely manner
- B. Strong organizational skills
- C. Prior experience and skills in a customer service role.
- D. Strong verbal and written communication skills.
- E. Strong presentation skills; both presenting and responding to questions quickly.
- F. Ability to effectively communicate cross-departmentally at RightNow Media.
- G. Strong computer skills (e.g. Excel, Word, Ringcentral)
- H. Experience using CRM applications (e.g. Salesforce.)
- I. Ability to work independently with minimal supervision as well as collaborate with a team
- J. Bachelor's degree required or equivalent work experience is highly desirable.

Organizational Relationship:

The Simulcast Consultant reports to the Director of Simulcast and Customer Success Programs in the Customer Success Organization. The Simulcast Consultant will interact with employees within Customer Success and other functional areas across RightNow Media.

Working Conditions:

This position requires a 40-hour work week, Monday through Friday. Additional hours may be worked as needed with advanced approval from your manager. Extensive time on the telephone and heavy email usage is required.

If Interested:

Please read through the job description and requirements. Only qualified applicants will be considered. Be sure to visit rightnowmedia.org and rightnow.org for a better understanding of our ministry. Please fill out an online application where you can submit a cover letter and resume at rightnowmedia.org/careers. In your cover letter, please include information about your life and salary requirements.