

Fulfillment Coordinator

JOB DESCRIPTION

POSITION SUMMARY

Sola Media is seeking to hire a skilled Fulfillment Coordinator. This role provides administrative support to our busy office with day-to-day activities for donor and partner fulfillment and marketing administration. The ideal candidate will have a proven ability to plan, listen, and problem-solve.

This is an important role, providing our audiences with positive, meaningful interactions, connecting them with gospel-proclaiming resources, and equipping our in-office teams with tools, support, and audience feedback as they develop additional resources.

The Fulfillment Coordinator would be responsible for three key areas of the organization:

- Fulfillment Coordination
- Customer Service
- Administrative Support

This can be a full or part-time position, working 25 hours or more a week. Full benefits package included.

REPORTS TO MARKETING MANAGER

LOCATION SAN DIEGO, CA

Salary \$18 - \$22/hr, based on qualifications

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KEY DUTIES AND RESPONSIBILITIES

Fulfillment Coordination: Coordinate the logistics, management, and interdepartmental coordination of all in and outbound content and resource orders. Work directly with donors and customers to ensure their content is shipped promptly and to fix any errors in orders.

Customer Service: Play the vital audience-facing role for Sola Media by providing a high level of care for listeners, readers, and partners. Provide timely, knowledgeable, and friendly customer service in the form of phone, digital correspondence, and general support. Resolve constituent requests and find solutions to recurring problems. Maintain constituent database with accurate records of communications and resolutions.

Administrative Support: Provide multi-faceted organizational support to implement Sola's operations, values, goals, and priorities. Contribute to the maintenance of a welcoming, positive, and enjoyable office environment for the team and visitors. Help implement new programs, procedures, methods, and systems. Assist with various communications, tech support, preparation, and management of confidential documents, reports, and research projects as requested.

QUALIFICATIONS AND EDUCATION

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, absent undue hardship.

- Education/Experience: Associates degree or equivalent from a two-year college or technical school; or six months to one-year related experience and/or training
- Outstanding administrative and organizational skills: develop realistic action plans, prioritize tasks around schedules and deadlines, manage time effectively
- Possess strong attention to detail. Follows detailed policies and procedures
- Provide high-level of customer service: able to interface with the public with respect and professionalism
- Able to work independently and on a team

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- Experience with Shopify not required but a plus
- Excellent verbal and written communication
- Essential computer skills: Proficient use of MS Suite, particularly Word and Excel; mail merges; email and web searches. Able to type 45 wpm.
- Conduct personal and professional behavior according to biblical values and the biblical lifestyle upheld by White Horse Inn
- The individual should be a member in good standing in a Bible-believing church, preferably from a reformational heritage
- Applicants should be in agreement with the goals and values of Sola Media (<https://solamedia.org>).
- Conduct personal and professional behavior according to biblical values and the biblical lifestyle upheld by Sola Media.
- The individual should be a member in good standing in a Bible-believing church, preferably from a reformational heritage.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop; kneel; crouch or crawl; and talk or hear. The employee is occasionally required to lift up to 50 pounds and climb a ladder. The vision requirements include: close vision and ability to focus.

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The above job description is not intended to be an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned and are subject to the standard Sola Media confidentiality agreement.

Employment with Sola Media is at-will. Sola Media may exercise its at-will rights at any time for any lawful reason unless a written employment agreement exists with Sola Media that provides otherwise.

Sola Media is an equal opportunity employer. In accordance with anti-discrimination law, Sola Media prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Sola Media prohibits any such discrimination or harassment. All reasonable efforts will be made to protect the confidentiality of candidates. (updated 2022)

ABOUT SOLA MEDIA

Sola Media—through Core Christianity, White Horse Inn, *Modern Reformation*, and Theo Global—endeavors to faithfully proclaim the truth of God’s word all over the world in accessible and meaningful formats. We serve as a resource for churches and individuals, equipping them to proclaim truth.

Since our founding 1990 by Dr. Michael Horton, we have expanded from our original White Horse Inn radio show on KKLA in Los Angeles to a multimedia platform downloaded and distributed millions of times and in over 200 countries.

Our work is rooted in Christ and his gospel as proclaimed in the Scriptures, articulated in the Christian confessions, and summarized in the five Solas of the Protestant Reformation: Scripture alone, by grace alone, through faith alone, through Christ alone, and for God’s glory alone.

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Through conversational theology, we feature voices from four confessional Christian traditions—Anglicans, Baptists, Lutherans, and Reformed—without minimizing our differences but engaging in respectful dialogue while remaining united around the core truths of the gospel. With this clear focus on the teachings of our Lord Jesus Christ, together, we believe that we can and will see a modern reformation with Christ at the center of our lives and the global church.

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