

# Job Description Writer & Subscriber Services Representative (Nights)

Posting Code: BE117

## Overview

ERI specializes in outsourcing of compensation and benefit research and now serves over 10,000 corporate subscribers via its **Assessor Series** products, **ERI Salary Surveys**, and online offerings. Subscribers include most Fortune 500 companies, the IRS, state AG Offices, and most major consulting firms. ERI's research databases and products are used by subject matter experts for business planning and analyses (Professional editions) and by expert witnesses and consultants, often for matters related to litigation (Consultant editions). "Clicking" on a dot and retrieving source survey documents and assessing data rates of error are what make aERle (all ERI entities) products unique.

## Subscriber Service & Sales

### Position Title:

**Job Description Writer & Subscriber Services Representative**

### Reporting to:

Night Subscriber Services Manager

### Incumbent

Open

### Location:

Bellingham, Washington

### Primary Job Duties:

- ❑ Composes first draft job descriptions from stripped Job Board postings for use in **Assessor Series** products and provides customer service, as needed.

### Other Job Duties:

- ❑ Works with job board postings using Excel and Internet searches to create prose for new job descriptions.
- ❑ Follows formatting guidelines to write new job descriptions and input into Excel spreadsheets.
- ❑ Proofs previously written job descriptions using formatting guidelines.
- ❑ Answers multi-line phone system and assists subscribers, referring calls to available Product/Research Managers as required.
- ❑ Takes orders from new subscribers needing only basic information.
- ❑ Explains broad research and products and matches specific subscriber needs to ERI products.
- ❑ Distributes license codes for Assessor Series products.
- ❑ Documents problems with prior orders and follows-up on missing shipments.
- ❑ Maintains subscriber records by correcting account information.

### Other Responsibilities:

- ❑ Prepares marketing/sales/call/description progress report spreadsheets.
- ❑ Light administrative duties, including use of time sheets.

### Skills/Qualifications:

- ❑ College degree required. Master's degree preferred.
- ❑ Human Resource/Compensation experience highly preferred.
- ❑ Very high writing skills (sentence structure, grammar, varied vocabulary, spelling, style, consistency, and attention to detail).
- ❑ Ability to research/prioritize/multi-task/problem-solve; detail oriented with a focus on accuracy.
- ❑ Excellent telephone communications skills.
- ❑ Positive attitude; understanding of importance of lost revenue to a non-government, non-publicly supported, privately funded research enterprise.
- ❑ Enthusiastic team player, but also capable of working independently.

### Site/Time:

- ❑ Monday through Friday in Bellingham office – 5:00 PM to 1:00 AM (with waiver of lunch)

### Compensation:

- ❑ Competitive salary with health, life, dental, vision, disability benefits, and a 401(k) plan.

**Contact:**

- Email your resume to [jobs@erieri.com](mailto:jobs@erieri.com) - fax: 800-753-4415 - mail to ERI, 8575 – 164<sup>th</sup> Avenue NE, Redmond, WA 98052 USA