

We are hiring!

# CUSTOMER SERVICE REPRESENTATIVE

***Come join a winning TEAM!*** O'Rourke Media Group, owner of the St Albans Messenger, Milton Independent, Essex Reporter and the Colchester Sun, is seeking a Customer Service Representative. This position is required to work out of our main office in St. Albans. Hours are Monday-Friday, 8:00am to 4:30pm. We are looking for someone that is reliable, personable, and driven to do a great job. Excellent opportunity for career and compensation growth.

## Responsibilities:

- Handle inbound calls from subscribers and advertisers.
- Assist with processing ads for each of the publications.
- Inside account management to support the sales team.
- Database management.
- Processing customer invoicing and posting payments.
- Other office duties as assigned.

## Qualifications:

- Previous experience in a customer service or sales-oriented environment
- Good computer skills, technically proficient
- Excellent written and verbal communications skills
- Ability to build rapport with clients
- Positive and professional demeanor

## Company Benefits

We offer competitive starting pay, medical, dental, vision and life insurance benefits, and a 401 (k) plan with company match.

**INTERESTED CANDIDATES SHOULD FORWARD THEIR**

**RESUME OR LINKED IN PROFILE DETAILS TO:**

**JOROURKE@OROURKEMEDIAGROUP.COM**



**O'ROURKE**  
MEDIA GROUP