



**Position Title: Underwriting Services Manager (USM)**

**Reports to: VP – Director of Underwriting**

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### **Mission Statement**

Relevant Radio® - Bringing Christ to the world through the media.

### **Guiding Principles**

- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

**Function Summary:** The Underwriting Services Manager is responsible for optimizing relationships with existing underwriters as well as new underwriters. The USM will oversee underwriter communication and creative needs. The position consistently seeks and implements methods to garner new business, and revenue for the Relevant Radio Underwriting team.

### **Responsibilities:**

- Establish and maintain relationships with individual underwriters.
- Maintain communication support for 'House' accounts.
- Provide consistent, outstanding customer service.
- Gain familiarity with and keep up with changes in underwriter products, culture and competition.
- Collaborate with VP–Director of Underwriting and Underwriting Development Manager to ensure success for the team.
- Enter underwriting Broadcast Orders into the Counter Point Traffic System.
- Act as an inter-departmental liaison between Underwriters and Production Team.
- Manage Underwriting Log Construction for our owned and operated radio stations.
- Work with the Accounting department to collect outstanding underwriting monies.
- On-going skill development through company training for better service to our underwriter base.
- Manage work within guidelines provided.
- Cognizant of FCC Rulings for a non-profit, non-commercial education and religious broadcaster.
- Perform other duties, as assigned.
- Solid understanding of the Relevant Radio mission, programming content and listening audience.
- Adhere to Relevant Radio policies and procedures.

### **Experience and Skill Requirements**

- Bachelor's Degree in related field preferred, with advanced training desired.
- 3+ years of sales experience in radio/TV and/or a background in communications.
- Excellent customer service skills; ability to super-serve our client's needs.
- Effective interpersonal, communication and presentation skills.
- Ability to multi-task. Creative and innovative problem solver. Critical thinker.
- Proficient with Microsoft Office Products; working knowledge of Outlook, PowerPoint, Excel and Word.
- Proficient in sales tracking software programs.
- May be required to lift 20 pounds.
- Valid driver's license required. Ability and willingness to travel.