



## Operations and Circulations Administrator

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New South Media, Inc. is a dynamic media company known for publishing premium lifestyle and travel magazines, including *WV Living*, *WV Weddings*, *Morgantown*, *Wonderful West Virginia*, and more. We are looking for a team member to help us pursue our mission of transforming perceptions of West Virginia both within and beyond our borders.

We are seeking a dynamic and organized individual to join our team as a part-time Office and Circulation Administrator. This position plays a crucial role in maintaining the efficiency of our office operations and managing the circulation of our publications. The ideal candidate will possess a strong background in office management, accounts payable/receivable, and have a knack for customer service. This is a part-time role with flexible hours located in Granville, West Virginia.

Please send your resume to [jobs@newsouthmediainc.com](mailto:jobs@newsouthmediainc.com).

### Responsibilities

- Accounts Payable/Receivable (AP/AR) Duties:
  - Manage and process invoices, receipts, and payments.
  - Reconcile financial discrepancies and maintain accurate financial records.
  - Assist in expense tracking and financial reporting.
  - Make deposits.
- Circulation Management and Development:
  - Manage existing subscriptions and process subscription orders over the phone and by mail, ensuring accurate data entry.
  - Provide prompt and helpful responses to subscriber inquiries via phone, email, and in-person.
  - Update the subscription system promptly with the latest issue releases.
  - Monitor and analyze subscription metrics, generating reports and identifying opportunities for improvement.
  - Collaborate with the marketing team to implement subscription promotions and campaigns.



- Propose and implement process improvements to streamline subscription management tasks.
- Expand and enhance circulation for all publications through subscriptions, market research, newsstand and distribution sales, and promotional activities.
- Conduct market research to identify new opportunities for growth.
- Pull mailing lists for each issue and send instructions to the printer/ mailing house.
- Daily Office Management:
  - Ensure the office is well-supplied and organized.
  - Manage reception, conference, and kitchen areas to ensure tidiness and functionality.
- Magazine Fulfillment:
  - Fulfill orders for back issues of magazines through the subscription system and our online store.
- Exceptional Customer Service:
  - Provide outstanding customer service to subscribers, vendors, and advertisers via telephone, email, and in-person interactions.
  - Address customer inquiries, resolve issues, and ensure a positive experience.
- Other duties as assigned

### **Skills and Qualifications**

- Previous experience in office management and administration.
- Familiarity with accounts payable/receivable processes.
- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively within a team.
- Proficiency in learning and utilizing various software programs.
- Knowledge of online retail platforms is a plus.

New South Media is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.