



AUGUSTINE INSTITUTE®

UNDERSTAND, LIVE, AND SHARE YOUR FAITH

POSITION: FORMED Orientation Specialist – Part-time 25 hours/week
COMPANY: Augustine Institute, Greenwood Village, CO
SUPERVISOR: FORMED Parish Orientation Manager
INQUIRIES AND APPLICATIONS: Submit to Careers@augustineinstitute.org

COMPANY INFORMATION

The Augustine Institute is a registered 501(c)(3) Not For Profit Corporation headquartered at Augustine Institute ~ 6160 S Syracuse Way ~ Greenwood Village, CO 80111 ~ 303-937-4420

Mission: The mission of the Augustine Institute is to help Catholics to understand, live, and share their faith. Through our academic and parish programs, we equip Catholics intellectually, spiritually, and pastorally to renew the Church and transform the world for Christ.

JOB DESCRIPTION

This position has the primary responsibility of interfacing with parishes/organizations to assist them in fully utilizing FORMED to as a primary resource for evangelization, outreach and faith formation. Successfully Orientating a parish/organization is a critical touch point to for the successful launch and subsequent engagement of FORMED.

The position includes, but is not limited to, the following responsibilities:

- Provide welcome calls/emails within 3-5 business days for all Parish Subscribers
 - New Diocesan / Strategic Accounts
 - New Annual Parish Accounts
 - New Monthly Accounts
- Direct implementation or technical questions to the appropriate teams/individuals to ensure that customers see that our team works collaboratively
- Participate in bringing forward suggestions to improve the process

QUALIFICATIONS

- Excellent phone skills with the ability to encourage, and inspire enthusiasm in the customer
- Organization/multi task management
- Proficiency with Technology/Microsoft Office Products
- Strong verbal and written communication skills
- Strong customer service skills
- Ability, willingness and flexibility to learn new skills and to thrive in a fast-paced and rapidly changing environment
- Must have a strong Catholic identity, holding and practicing everything that the Catholic Church teaches
- Flexibility for the position to expand hours as needs occur

COMPENSATION and BENEFITS

- Salary commensurate with experience.
- Relocation: THERE ARE NO RELOCATION REIMBURSEMENTS FOR THIS POSITION. ONLY APPLICANTS ALREADY RESIDING WITHIN A REASONABLE COMMUTING DISTANCE TO DENVER, CO, WILL BE CONSIDERED FOR THIS POSITION.

COMPANY HISTORY

History: In 2005, as a response to the call of Pope St. John Paul II, Catholic scholars established in Denver a graduate school dedicated to transforming Catholic education for the New Evangelization. Since then, the Augustine Institute has become the fastest growing Catholic graduate school in the United States, training our students to proclaim the Gospel with new “ardor, methods, and expression,” as Pope St. John Paul II insisted. What began as a graduate school has quickly expanded into a multi-faceted institute providing strategic, discipleship-based parish programming and leadership formation to dioceses and parishes throughout the world.

In September 2015, the Augustine Institute and its partners launched FORMED.org, our digital, state-of-the-art, online platform (often referred to as a “Catholic Netflix”), which makes available the best Catholic content from a host of trusted Catholic apostolates.

In November 2015, the Augustine Institute entered into a merger with Lighthouse Catholic Media, which included its Parish Kiosk Program, other channels; its audio content (CDs and mp3s); and what is now the Ignatius Press-Augustine Institute Joint Publishing Venture.