

About RightNow Media

RightNow Media serves 18,000 churches and businesses every day in 25 countries. Similar to Netflix, our streaming media service allows Christians to access over 20,000 Bible study videos from 250 of the top Christian publishers, ministries, and communicators in the country. In addition to distributing video content from other producers, our team has produced many RightNow Media Originals featuring well-known pastors and leaders including Matt Chandler, Jennie Allen, Max Lucado, Francis Chan, David Platt, Eric Mason, Chip Ingram, Louie Giglio, Gary Thomas, Lisa Harper, and others. RightNow Media has videos for small groups, families, students, leadership development, and much more.

As a non-profit organization, we firmly believe the mission of the Church matters. Everything we do is rooted in the belief that the Church—God's people—can have a powerful impact on this world through the power of the gospel. Our team loves the Church.

We value family. We value hard work. We value teams. We value the power of stories.

Job Description :: Senior Consultant

The purpose of the Senior Consultant is to proactively engage with High Profile RightNow Media customers and provide specific guidance on how they can get maximum value from their subscription to RightNow Media.

Essential Functions & Responsibilities:

Engage with Customers

- Our intent is to engage with each of our High Profile customers via phone and in person as needed, four to six times over the first six months of their partnership with us and approximately every six months afterwards. The Senior Consultant will utilize a Playbook and Best Practices among other tools to assist with the customer engagement process.

Assess Customer's Current State

- The Senior Consultant will work to understand the key value drivers for the customer in terms of the benefit they expect to gain from their subscription to RightNow Media. An assessment will then be done to determine the current state of where the customer is at in terms of value and utilization.

Make Recommendations and Prescribe Best Practices to increase Value

- Once the assessment is completed, the Senior Consultant will make real-time specific recommendations and suggest Best Practices that can help the customers maximize utilization and increase the value they are getting from their subscription to RightNow Media. The Assessment and Recommendations are often done in the form of a "Workshop" where multiple personnel from the customer's church or business may attend.

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Thorough Follow Up

- After a workshop is completed, the Senior Consultant will thoroughly follow up with every account to ensure progress is happening, as well as that value and usage are increasing. This phase is essential as often times it takes several months to see significant change in usage and registration percentage.

Skills & Educational Requirements:

- Must be both self-motivated and a strong team player with excellent multi-tasking skills.
- Comprehensive “power user” knowledge of RightNow Media.
- Prior experience and skills in a customer facing role.
- Strong verbal and written communication skills.
- Strong presentation skills; both presenting and responding to questions quickly.
- Ability to effectively collaborate and communicate across teams.
- Strong computer skills (Word, Excel, CRM applications, Salesforce, etc.)
- Prior experience working in Churches or with Christian Ministries is not required but would be a positive differentiator.
- Bachelor’s degree required or equivalent work experience.

Organizational Relationship:

The Senior Consultant reports to the Director of Customer Success. The Senior Consultant will interact extensively with employees within Customer Success and other functional areas across RightNow Media.

Working Conditions:

This position requires 42 hours a week. Office hours will be set during the most effective callable hours of the day. Extensive time on the telephone and heavy email usage is required. Typical travel requirements are 2-4 trips per month, meeting with 2+ churches per trip.

If Interested:

Please read through the job description and requirements. Only qualified applicants will be considered.

Be sure to visit rightnowmedia.org and rightnow.org for a better understanding of our ministry.

Please fill out an online application where you can submit a cover letter and resume at rightnowmedia.org/careers

In your cover letter, please include information about your life and salary requirements.