Operations and Audience Support Specialist

Holy Post Media | Wheaton, Illinois

Reports to: Director of Content, working closely with Marketing

Hours: 30 to 40 hours per week

Target start: January 2027

About Holy Post Media

Holy Post Media helps people see the bigger picture through thoughtful, entertaining conversations about Christian faith and culture.

Rooted in historic Christianity, we welcome honest questions, make room for curiosity and laughter, and encourage people to love their neighbors. Through podcasts, videos, writing, and Holy Post Plus membership, we help people explore what it means to follow Jesus in an increasingly post Christian culture.

The opportunity

We are looking for an Operations and Audience Support Specialist who enjoys helping people, bringing order to complex work, and finding better ways to get things done.

Your first priorities will be caring for HPM's listeners and members and coordinating the details that keep our work moving. Whether someone needs help accessing a membership or a guest is preparing for a recording, your care and follow through will shape their experience of Holy Post Media.

We also want your ideas. As you learn our work, you will identify recurring problems, improve everyday processes, and help us anticipate needs. You should be comfortable handling today's requests while recognizing what could make tomorrow's work easier.

Reporting to the Director of Content and working closely with marketing and other colleagues, you will have meaningful ownership and opportunities to contribute your judgment. This role could be especially rewarding for someone who brings operational or project coordination skills and wants to develop those strengths in work that matters to them.

What you will do

Your primary responsibilities will be audience support and production coordination. You will also contribute to partner administration, marketing support, and daily operations as priorities require.

Care for our audience and members

- Respond warmly and clearly to questions from members, subscribers, and listeners across support email, Patreon, Substack, website inquiries, and assigned social media channels.
- Resolve membership, billing, access, and other service questions. Involve the appropriate colleague when needed and follow through until the issue is resolved.
- Improve response templates and support procedures while keeping communication personal.
- Identify recurring questions and share insights that help the team improve the audience experience.

Coordinate guests and production logistics

- Coordinate outreach and scheduling for guests identified with the Director of Content, including communication with publicists and agents.
- Send invitations, calendar confirmations, recording links, and preparation details.
- Set up recording sessions, track completion, flag conflicts or delays, and coordinate follow up.
- Schedule production and editorial meetings and maintain reliable calendars and studio reservations.

Keep partner commitments moving

- Coordinate the details of direct advertising agreements, including sponsor materials, deadlines, ad schedules, and delivery.
- Prepare weekly ad run sheets and track when ad reads need updating.
- Send contributor agreements, track signatures, and coordinate invoices and payments with finance.
- Keep records current and make sure colleagues know where commitments stand.

Support and improve daily operations

- Build and schedule emails using established templates, coordinate approvals, and help maintain accurate audience records.
- Assist with social publishing and simple graphics under the direction of colleagues leading those channels.
- Help coordinate event logistics and monitor merchandise orders and fulfillment issues.
- Organize shared files, software access, and routine administrative needs.
- Notice where work gets delayed or repeated, recommend practical improvements, and help put agreed changes into practice.

How we work

You will work with the Director of Content to establish priorities and manage competing requests. We value initiative and clear communication, including knowing when to ask a question, flag a concern, or recommend a better approach.

This role requires attention to details and care for people. Colleagues should be able to trust that commitments are moving forward and that they will hear from you when something needs their attention.

You will collaborate across content, marketing, and finance. As needs change, we will clarify priorities together so the most important work receives the attention it deserves.

What you will bring

- At least two years of relevant experience in audience or customer support, operations, administration, or project coordination, including direct responsibility for helping people resolve questions or problems.
- Warm, clear writing and good judgment when communicating with members, guests, sponsors, and colleagues.
- Strong organization and reliable follow through across multiple requests and deadlines.
- The ability to notice patterns, anticipate problems, and improve how work gets done. Experience coordinating projects or strengthening operational processes is especially valuable.
- Comfort learning digital tools, including membership platforms, scheduling systems, email tools, recording software, and shared project records.
- Basic ability to create or adapt simple graphics in Canva or a similar tool.
- Initiative, attention to detail, and adaptability when priorities change.
- A connection to Holy Post Media's Christian mission and a desire to serve our audience well.

Opportunity to grow

We expect this role to evolve as HPM grows and as we learn what the person brings to it. Depending on demonstrated strengths and organizational needs, responsibilities could expand into broader operations and project management, with the role's scope and supporting resources considered together.

The starting point remains practical, personal work: serving our audience well, coordinating details, and earning colleagues' trust through clear communication and reliable follow through.

Work arrangement

We prefer someone who can work regularly from our Wheaton office, and we welcome hybrid or remote candidates who are a strong fit.

The role is 30 to 40 hours per week, with a consistent schedule agreed upon together. We are open to discussing schedules that accommodate family and other commitments while providing reliable coverage for audience support and team coordination.

Responsibilities involving the office, studio, or on site events will be determined based on location and availability.

Compensation and employment

Compensation is **$25 to $30 per hour**, based on experience, for **30 to 40 hours per week**.

Benefits include health, dental, and vision insurance, a 401(k) retirement plan with an employer match, and paid time off.

This is an ongoing employee position. The first 90 days will include structured onboarding, regular feedback, and a formal review to assess progress and fit.

How to apply

Click here to apply