



Job Title	Credit Clerk and Data Entry	Position Type	Full Time
Location	Lansing, MI	Reports To	Office Manager

Position Summary

This position will support office operations by calling past due accounts and entering data in the Marshall Music rental database. This position will also support office operations by assisting customers at the customer service window and answering the main phone line.

This position will have a 40 hour workweek Monday-Friday.

Role and Responsibilities

- Call rental accounts who are past due to inform them and resolve payment
- Enter new rental contracts into the Marshall Music electronic database and ensure that paper contracts are filed appropriately
- Process instrument exchange paperwork and ensure that exchanges are properly entered
- Answer the main phone line and transfer callers to the correct department
- Assist walk-in customers at our customer service window and direct them to the correct department
- Process incoming and outgoing mail
- Assist customers with purchasing gift cards
- Run credit card sales for instrument rental contract payments
- General office duties such as filing, copying, etc.
- Other duties as assigned

Knowledge/Skills/Abilities

- High School Diploma or equivalent required
- Good customer service skills
- Must be highly organized and have a high attention to detail
- Dependable, honest, ethical
- Must be able to work alone, as well as work well with other staff