

Correspondence Manager

Job Description

The Correspondence Manager is responsible to respond to requests for information from the public. This typically comes through e-mails from our web site. It is important to have timely, accurate responses. The Contact Us e-mail is info@friendsofsleepingbear.org and the Correspondence Manager is copied on this distribution list. In most cases, the Correspondence Manager can reply directly to the e-mail, but in some cases the Correspondence Manager will forward the inquiry to a subject matter expert in the Friends organization or at Sleeping Bear Dunes National Lakeshore.

A resource document has been created and is stored on the Friends Google Drive. Many of the common questions with their answers are documented there. If a question comes up that is not documented, the Correspondence Manager will conduct research on the question and after replying to the e-mail, will add that question and answer into the resource document.

The duties of the Correspondence Manager include:

- Check e-mail on a regular basis (daily or at least a couple of times per week).
- Reply to e-mail questions by consulting with the resource document or subject matter experts
- Update the resource document on Google Drive with new questions/answers.
- Update answers to questions already in the resource document if the answers have changed due to more recent information.

Required Experience

- Regular access to e-mail
- Good communication skills

Required Training

- Training is provided by Friends of Sleeping Bear Dunes

Time Commitment

Check e-mail daily or at least several times per week.

Approximately 2 hours per week in the Fall, Winter, and Spring

3-4 hours per week in Summer