

Subject: 190731 Official Communication; 2019-20 Grant App Ends Aug 9th;2020 MI Tx Hld'Em Reg Open; Message From MI HR; LOOM Literature

Official Communication for July 31, 2019

2019-20 Lodge Grant Application Period ends August 9th

The Supreme Council has again extended the Lodge Grant Program, dedicating funding of \$1,000,000 in renovations and repairs for lodges in need for 2019-20. Lodges can apply now, with the final date for submitting an application being the close of business on August 9th. No extensions will be granted. The process will be the same as last year, with access to the application automatically appearing within the Moose Admin section on the website. Only those lodges represented at the 2019 International Moose Convention will be eligible however. New this year is the ability to apply for outdoor smoking accommodations since Moose delegates approved a General Laws amendment to restrict smoking within the lodge home at the 2019 International Moose Convention. Additionally, cleaning and replacement costs (ceiling tiles, paint, carpeting, etc.) associated with lodges transitioning from smoking to non-smoking will also be considered.

On all grant applications, please make sure to include specific costs from bids received from contractors or service/product providers. Lodges should start gathering bids prior to July 8th in order to be ready for the application process. Complete guidelines for the 2019-20 Lodge Grant Program can be found in the Programs and Events section of the Moose International website (www.mooseintl.org).

2020 Moose International Texas Hold 'Em Tournament Registration Now Open

Registration for the 2020 Moose International Texas Hold 'Em tournament is now open in the Members Area under the Sports tab. Both the online and mail-in registration is available. If you register before October 1st 2019, you will receive 1,000 Moose Rewards points. **Are you in?**

A message from Human Resources, Moose International

Current Moose International Employment Opportunities:

Technical Support Specialist – Moose International

If interested, submit resume and letter of interest detailing history Moose membership and qualifications to:

Barbara Irving, CHRO, Moose Intl. birving@mooseintl.org

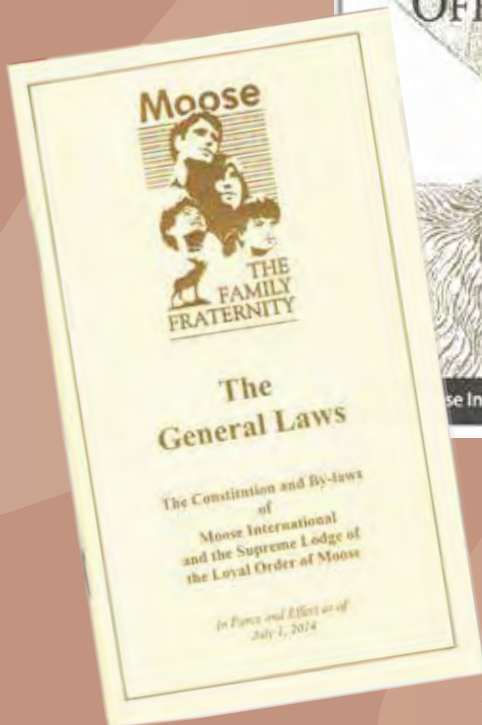
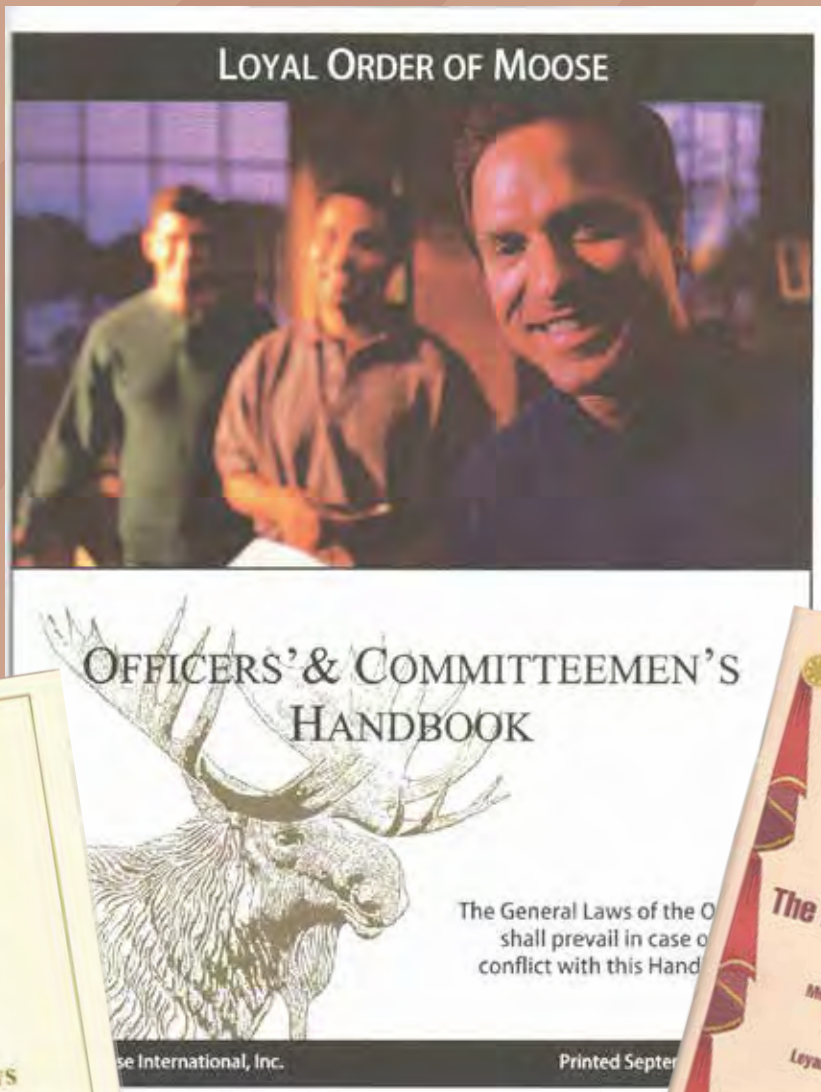
Loyal Order of Moose Literature

Keep your new members and current board up to date with the by-laws and procedures of The Family Fraternity put in place by the Supreme Council and Moose International. These books are the most current books available and can be purchased through the Catalog Sales Department by calling 630.966.2250 or email directly to catalogsales@mooseintl.org

Loyal Order of Moose Literature

212
Officer and
Committeemen
Handbook
\$3.00 ea

Keep your new
board up to date
on rules and
regulations.



121
General Laws
\$2.00 ea



124
The Lodge
Handbook
\$2.50 ea

To order books, contact Catalog Sales:

Catalogsales@mooseintl.org 630 966 2250

Internal and External Posting: 7/10/19
Moose International, Inc.

Technical Support Specialist

Full time – non-exempt M-F 8-4:30pm

GENERAL SUMMARY:

The Technical Support Specialist, Moose International, Inc., is responsible for providing superior customer service for fraternal units in resolving their issues and inquiries regarding use of proprietary programs (LCL.net) and Quick Books

ESSENTIAL JOB FUNCTIONS:

- Uses active listening skills to concentrate and listen attentively
- Provides callers with accurate and complete answers, while using a pleasant, professional tone
- Answers incoming phone calls related to technical support issues surrounding Moose International programs and advising callers on procedural questions
- Handles all calls and written correspondence requests in a timely manner
- Identifies, research, and resolve technical issues
- When appropriate, forwards inquiries to the proper area for resolution
- Tracks each customer interaction via the appropriate issue tracking system
- Performs additional duties, assignments and projects as assigned

MINIMUM REQUIREMENTS:

- High school degree or equivalent required
- Associate degree in Information Systems or Computer Science preferred, or equivalent work experience
- Proficiency with QuickBooks. Familiarity with the Moose fraternal units use of QuickBooks a plus
- Proficiency with Windows, MS Word, and Outlook; Excel a plus

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent verbal skills to communicate effectively with all levels of employees, fraternal officers, field volunteers, and members
- Ability to work in Call Center environment; using Avaya Telephone System
- Ability to speak clearly and convey concepts as well as procedural activities
- Ability to comprehend ideas, develop solutions to problems, and to analyze data
- Ability to function independently on assigned tasks
- Ability to remain pleasant while working under stress and successfully handle multiple tasks and projects simultaneously
- An aptitude for providing positive customer service
- Familiar with remote desktop sharing software
- Familiar with Moose procedures and systems preferred

COMPENSATION AND BENEFITS:

- Compensation dependent of qualifications/experience
- Full benefits on the first of the month following date of hire

FOR CONSIDERATION:

Submit letter of interest to: Barbara Irving, CHRO, birving@mooseintl.org

Deadline for internal candidates: 7/16/19