

## **Member Services Specialist**

Classification: Non-Exempt

Reports to Director of Member Services

Supervised: None

### **Position Summary:**

The position of Member Services Representative will interact with high volumes of customer requests in diverse categories with the goal of consistently achieve customer satisfaction even in difficult circumstances.

Specialty areas for processing needs will be assigned to each team member as well as backup positions assigned in cross training.

### **Responsibilities:**

- Provide first-line service to members requests with the highest level of professional interaction
- Screen new member and affiliate memberships as assigned with Membership Coordinator/Member Services Director
- Answer membership status and policy/bylaw questions when appropriate for position
- Respond to product functionality questions for services available to members and refer specialized questions to product or team expert
- Process retail sales for the MLS store
- Complete specific assignments in areas and processes such as transfers/severs/Certificate of Ethics/new member compliance/Supra/unique users/good standing/Zendesk
- Navigate difficult interactions with calmness, professional language, and behavior, aware of the ability to refer challenges to the Director of Member Services
- Maintain outward appearance of front lobby area with organization and a professional image
- Respond to members in the way they requested assistance or stated member choice.
- Provide solo focus to individuals entering lobby for assistance
- Embrace special assignments such as member outbound calling positively
- Documenting processes as requested by Member Service Director

### **Work Environment:**

This job operates in a professional office environment. The role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands:**

The physical demands described are representative of those that must be met by an employee to successfully preform the essential functions for this job. Some office equipment such as the paper folding machine may require standing or sitting on a stool.

### **Required Education and Experience**

- The individual must have proven experience and success with entry and maintenance of a digital record keeping system
- Time management skills to coordinate numerous and diverse tasks in a day
- Minimum one to three years administrative experience
- Minimum of 3 years customer service experience – retail experience preferred or similar job responsibilities
- Familiarity and proficiency with the Outlook product Suite

### **Key Characteristics**

- Strong service aptitude, including effectively engaging with difficult and dissatisfied customers
- Extreme attention to detail in high volume environment , resulting in consistent accuracy and timeliness of information
- High integrity for safeguarding sensitive, private member information
- Initiative to do what needs to be done as a team member
- Initiative to be solutions oriented when challenges occur and present to Director of Member Services
- A warm and welcoming communication style to represent the company's mission and goals
- A flexible style which adapts to change quickly in a positive manner
- Self-motivated individual with the ability to work independently and on a team

### **Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Compensation:**

Competitive hourly wage and benefits commensurate with qualifications.

This job descriptions does not constitute a written or implied contract of employment for any term.

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.