

American Radio Relay League Inc.
Job Description
Member Services Representative

Position: Member Services Representative

Classification: Non-Exempt

Reports To: Member Services Manager

Salary Range Based on Experience: \$21.00-\$22.00

Summary:

This position includes direct customer contact, where personality and attitude are very important. The ideal candidate will be computer savvy and possess a pleasant phone personality with excellent communication skills. Data entry skills are required to process product orders and membership applications.

Essential Functions & Responsibilities:

- Responds to customer service phone calls (orders/memberships) in an effective, friendly manner helping the customer to the best of her/his knowledge.
- Accurately processes daily revenue-generating product orders and membership data entry.
- Accurately process data changes to customer and member records.
- Communicates with other departments within the organization to meet the needs/requests of visitors, members and customers.
- Solicit membership extensions and other promotions during customer/member contact.
- Assist with Receptionist responsibilities: phone coverage, visitor contact and lobby sales as needed.
- Prepare and process paid or promotional customer returns or membership refunds as necessary.
- Prints and accurately reviews audit reports of daily work.
- Locates and submits for merging duplicate records found in the database.
- Produces miscellaneous labels for replacement subscription issues and promotional books.
- Work in a team environment where communication, attention to detail and workflow are priorities to help streamline tasks.

Performance Measurements:

- Contribute to creating positive energy and fostering a collaborative team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Consistently provides professional, courteous, and effective customer service to members and customers.

- Effectively processes product orders and membership applications accurately and in a timely manner.
- Regularly promotes membership renewals, extensions, and organizational programs during customer interactions.
- Consistently assists members with website registration, login, and online account support.
- Effectively processes customer returns, refunds, and related transactions accurately and according to established procedures.
- Regularly maintains accurate records, files, and documentation for orders, memberships, and correspondence.
- Consistently reviews audit reports and helps maintain the accuracy and integrity of customer and membership data.
- Effectively identifies and reports duplicate records and other data discrepancies for correction.
- Successfully works collaboratively with team members and provides coverage and support as needed to meet departmental goals.
- Demonstrates proficiency in required computer systems, software applications, and office technology.

Knowledge and Skills:

Experience One year of customer service, customer support, call center, administrative, retail, or related experience preferred.

Education High school diploma or equivalent (GED) required.

Interpersonal Skills

- Strong interpersonal and customer service skills with the ability to communicate effectively with members, customers, visitors, and coworkers.
- Interacts with individuals inside and outside the organization to provide information, resolve routine issues, and ensure a positive customer experience.
- Demonstrates professionalism, courtesy, and tact in all verbal and written communications.

Other Skills

- Maintains a positive, professional, and customer-focused attitude.
- Represents the organization professionally through communication, appearance, and conduct.
- Greets visitors and responds to phone calls promptly, courteously, and professionally.
- Demonstrates strong attention to detail and accuracy in data entry and record maintenance.
- Proficient in Microsoft Office applications, including Word, Excel, and Outlook, as well as web-based systems and databases.

- Strong telephone, email, and written communication skills required.
- Ability to learn and follow organizational procedures, policies, and protocols.
- Participates in required training and ongoing professional development.
- Ability to work effectively independently and as part of a team in a fast-paced environment.
- Licensed amateur radio operator a plus.
- Bilingual or multilingual skills are a plus.

Work Environment

On-site office environment in Newington, CT. Remote work is not available.

We offer a comprehensive benefits package that includes medical, dental, and vision insurance; Health Savings Account (HSA) and Flexible Spending Account (FSA) options; paid time off and paid holidays; and a 403(b)-retirement savings plan.