



POSITION DESCRIPTION

Title: Member Services Specialist

Reports To: Director of Member Services and Professional Standards

FLSA Status: Non-Exempt

- I. **Summary:** The Member Services Specialist provides customer service and prompt, courteous response to inquiries regarding the Association's array of programs, products, and services, and policies. Engages in a variety of duties and responsibilities to address the needs of members and provide a superior customer service experience.
- II. **Essential Duties and Responsibilities:** These essential duties and responsibilities are not intended to be and should not be construed, as an all-inclusive list of all responsibilities, skills, or working conditions associated with this position. While it is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

Via telephone, email, chat, social media, text, video, and in-person interaction (and other available communications tools), provides outstanding customer/member service:

- Acts as first point of contact to respond to member inquiries, greet visitors, and manage routine member concerns/questions, or direct to appropriate department/company.
- Prepares and sends information in response to member inquiries about the Association's programs, products, and services.
- Identifies, clarifies, and resolves member problems, issues, and concerns related to the Association's programs, products, and services.
- Processes registrations for educational programs, specialized conferences and meetings.
- Accurately and promptly processes member changes, reactivations, office information changes, new applicants, office transfers, terminations, member payments, refunds, and all other applicable requests.
- Communicates and delivers information about billing, NEXUS, SORA, NJR, NAR, RESI, Bright MLS, electronic lockbox system, etc.
- Assists members with electronic lockbox support by assigning keys and lockboxes and troubleshooting related problems and questions.
- Facilitates retail sales and transactions for members.
- Works closely with bookkeeping/accounting/finance on all billing related matters.
- Performs member outreach calls and other outbound calls when necessary and/or requested.
- Maintains clean and orderly lobby and kitchen areas.

- Provides support to set up and clean up following onsite meetings.
- Performs administrative duties as assigned, including, but not limited to: word processing, photocopying, data entry, and processing mailings.
- Processes applications for Awards Programs, as needed.
- Be aware of and understands all Association policies and procedures.
- Serve as liaison with outside bookkeeping firm:
 - Provides reports, documentation, and other information as requested.
 - Processes and deposits cash and credit receipts for all NEXUS entities: NEXUS, SORA, RESI, etc.
 - Reconciles petty cash balances and replenishes as necessary.
 - With management approval, facilitates disbursements required outside the normal timeframes and processes of the bookkeeping firm.
- Processes and distributes incoming mail.
- Performs other related duties as assigned.

III. Background Requirements/Other Characteristics of the Position:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail and within deadlines.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point)
- Experience with day-to-day use of smart phone, tablet, electronic calendar, voice mail and other existing and emerging technologies to assist with effective and efficient operations.
- Excellent oral and written communication skills.
- Exhibits good judgment, professionalism, and a positive attitude.
- Professional appearance.
- Strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board and Association members, external partners and volunteers
- Two to three years related experience and/or training; or equivalent combination of education and experience.

IV. Supervisory Responsibilities: This position has no supervisory responsibilities.

May 23, 2022