

American Radio Relay League Inc.
Job Description
Member Services Representative

Classification: Hourly Non-Exempt

Reports to: Assistant Membership Manager

Pay Range Based on Experience: \$19.50 to \$22.00 per hour

Onsite Position in Newington, CT

Role:

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:

- 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.
- Communicate with other departments within the organization to meet the needs/requests of visitors, members and customers.
- 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 entries.
- Accurately process data changes to customer and member records.
- Prints and accurately review audit reports of daily work.
- Locates and submits-for-merging any duplicate records found in the database.
- Enters 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.
- Other duties may be requested or assigned.

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.
- Assist supervisor and co-workers with any tasks, projects, extra or unusual workload due to staff shortages or heavy mail volume including overtime as needed.
- Covers departmental staff outages including mail, faxes and email as required.
- Support online member profile login, registration and Website "Help Desk" support.
- Competent, experienced user of electronic devices including a smartphone, iPad and/or tableted, apps. and personal computer or laptop.
- Files orders, membership applications, and departmental correspondence.

Knowledge and Skills:

Experience	One month to twelve months of similar or related experience.
Education	A high school education or GED.
Interpersonal Skills	Work involves contact with people beyond immediate associates regarding routine matters for the purpose of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (customers or vendors), requiring ordinary courtesy in providing assistance and information.
Other Skills	Demonstrates a positive and productive attitude. Represents the organization in a professional manner: speech, writing and dress. Greets visitors and answers phone calls in a prompt, professional and friendly manner. Participates in required and ongoing training. Understands the organization and protocols. Strong phone and email required. Data entry, Microsoft Office (Word, Excel, Outlook, Access), web browsers Experienced licensed radio amateur preferred. Foreign language an advantage.
Physical Requirements	Ability to sit for long periods of time. Must be able to lift up to 25lbs.
Work Environment	Fast paced, deadline driven office environment.