

TITLE:	<i>Member Services Representative</i>
CLASS:	<ul style="list-style-type: none"> • Hourly. Reports to the Member Services Senior Director.
SUMMARY:	<ul style="list-style-type: none"> • Process new and renewing memberships. • Maintain membership records. • Answer telephones. • Assist members/customers.
RESPONSIBILITY:	<ul style="list-style-type: none"> • Verify and enter member information into current database. • Answer or re-direct incoming calls.
ESSENTIAL FUNCTIONS:	<ul style="list-style-type: none"> • Open mail and verify accuracy of information and member dues. • Balance and calculate daily work for accounting reports. • Update members' personal information. • Assist in maintaining subscription database. • Assist other departments when needed. • Return incorrect/problem applications to members. • Assist in opening mail and stuffing department mailing projects. • Process refunds. • Rejected credit card processing. • Process special membership programs. • Process Leader Member and Life Membership information. • Maintain department supplies and printed information. • Problem solve when necessary. • Mail information to members and potential customers, as requested. • Mail back issues of <i>Model Aviation</i> and <i>Park Pilot</i>. • Answer general insurance and member benefits questions. • Research previous AMA member information. • Other duties as assigned.

***CREDENTIALS
AND
EXPERIENCE:***

- Accurate typing 35 to 45 WPM.
- Ability to work under pressure in a fast-paced environment.
- Ability to work independently and as part of a team.
- Ability to identify problems within the database and work to create solutions.
- Ability to operate facsimile machine and multi-line telephone system.
- Pleasant and professional telephone manner.
- High School degree or GED Equivalent.
- Knowledge of computers and software (Microsoft Office, databases, etc.).