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# Example of Member Service Representative Job Description

Our innovative and growing company is looking for a member service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for member service representative

* An 18 month commitment is required for this position before applying internally for other positions
* Deliver world class service that is personalized in an effort to increase the percentage of very satisfied members and first call resolution support the Medicare 5 STAR Program
* Trend and share best practices by identifying process improvements and initiatives contributing to solutions
* Provide specialized customer service with a high level of professionalism, diplomacy and knowledge about the Society, journals and benefits the member is entitled
* Maintain solid customer relationships by handling their questions and concerns in a professional manner
* Proactively communication with customers via telephone, e-mail, regular mail, fax or e-fax
* Managing database records
* Research to troubleshoot customer problems
* Adhere to critical monthly deadlines to ensure minimal backlogs and meet service level agreements
* Account maintenance which includes cancellation requests, address changes, back issue requests, updates to member records

## Qualifications for member service representative

* Ensure accurate entry of all society transactions according to the contract terms and business policies
* Attend and provide onsite customer support at annual sessions
* Assist members with online access, journal and society information
* Maintain all departmental service levels set within the department individual goals
* Participate in the testing of modifications or upgrades to the Advantage Fulfillment system
* Support upload processes and other automation initiatives