



# Example of Member Services Representative Job Description

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Our company is growing rapidly and is looking to fill the role of member services representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for member services representative

- Completes and passes all required testing
- Answer customer inquiries by clarifying desired information
- Resolve problems by clarifying customer requests
- Process all incoming fax and email
- Maintain thorough knowledge of all products and services to effectively cross-sell
- Cross-sell additional credit union products such as loans and suggest accounts (i.e., savings, checking, Money market)
- Support Members, Member Services Representatives, Sr
- Assist the Manager in carrying out special assignments and other duties as assigned
- Receive calls from members and providers
- Respond to customer's complaints and grievances

## Qualifications for member services representative

- Must possess excellent customer service skills along with strong conflict and problem resolution skills, time management and organizational skills
- Ability to effectively communicate verbally and in writing and work professionally and as a team member with all associates
- Ability to work in a diverse, demanding, and evolving environment

- PC knowledge using MS Word and Excel or health care data system experience
- Strong adherence to schedule (breaks/lunch) to ensure service levels are achieved