



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. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for member services representative

- Responds to members general inquiries professionally, thoroughly and accurately
- Provides appropriate forms, paperwork and direction
- Handles and resolves internet banking calls
- Completes wire call back verification's
- Communicates current marketing promotions and educational seminars
- Assist COO and Branch Manager with projects as assigned
- Demonstrate an organized and accountable approach to daily administrative responsibilities
- Validates and tests Bonus Dividends
- Works a rotating Saturday schedule
- Educate prospective and existing enrollees on all aspects of the Plan, answering questions regarding plan's features and benefits

Qualifications for member services representative

- Active listening skills to accurately respond to inquiries and requests
- Associates degree or comparable advanced education (college level coursework, certification courses,) or comparable additional work experience
- Answer inbound phone calls effectively by providing the best customer service

- Respond to members concerns in a professional manner