

JOB DESCRIPTION

Position Title: Member Service Specialist

Grade: 2

Division: Member Services Department

FLSA Status: Non-Exempt

Reports to: Member Services Manager

Last Reviewed: February 2010

BASIC FUNCTION

The Member Service Specialist is responsible for responding to member/non-member telephone, email and fax inquiries regarding AADE membership, products, educational courses, and Annual Meeting in a thorough and professional manner. To perform the data entry and credit card processing of all memberships, product orders and registrations received in the Member Services Department. To assist with member data reports and information for all AADE departments. Provide support for activities related to membership recruitment & retention. And to communicate any customer concerns or trends to the Member Services Manager or the Vice President, Marketing & Communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service/Member Services (35%)

- Primary source of incoming member/non member calls for the Association
- Assist members with the login and password process
- Instruct callers on how to navigate through the AADE website
- Instruct callers on how to access online courses
- Inform callers of current AADE programs, events and products
- Answer detailed member questions regarding the AADE Annual Meeting, the Diabetes Education Accreditation Program, AADE On Location, Core Concepts Courses and online courses and publications

Member Services Administration (30%)

- Process new member applications and membership renewals
- Process credit card payments for membership fees and related refunds. Work with the Accounting Department to correct any dues payment discrepancies
- Mail and email new member receipts when requested
- Prepare monthly member card data file to send to vendor for member card production
- Generate monthly mailing lists
- Respond to all e-mails sent to Member Services and the Administrative Temp mailboxes
- Review membership, educational program, and product information on website and report to the Member Services Manager of any needed changes or corrections
- Prepare membership recruitment and retention statistical reports as needed
- Coordinate the monthly merge process of duplicate records within the iMIS database
- Prepare monthly mailing list reports (MMS reports) to send to vendor MMS Lists Co.

Webinar Registration and Product Order Processing (10%)

- Process registration forms for educational programs, credit card payments and related refunds
- Proof batch totals, analyze, and correct any discrepancies from registrations
- Mail or fax receipts to course registrants for attendance verification
- Initiate and process product orders over the phone
- Provide verification of product orders, mail or fax order receipts and track orders when needed
- Run monthly product revenue and transaction summary reports

Sales (20%)

- Help to develop innovative solutions for membership recruitment
- Initiate outbound call campaigns to assist with membership recruitment and retention
- Assist with the development and implementation of member needs assessments and surveys
- Monitor and track member and non member feedback for marketing initiatives
- Initiate outbound call campaigns to encourage registrations/attendance at the Annual Meeting, AADE On Location Programs and Core Concepts Course Programs
- Assist with AADE product and publication sales efforts

Special Projects and Additional Responsibilities (5%)

- Perform assignments that may be requested by the Member Services Manager and the Vice President, Marketing & Communications
- Maintain the Member Services Policy and Procedures Manual
- Maintain an updated file of all AADE Educational offerings
- Assist with receptionist front desk coverage as needed

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational skills
- Proficient knowledge of Microsoft Office Suite, PowerPoint, and Excel
- Preferred understanding of membership database systems
- Must have effective communication skills, both verbal and written
- Ability to maintain a positive, courteous, and professional demeanor while conversing with members
- Ability to comprehend and retain detailed information regarding all AADE products, courses and events.
- Must be innovative, detail oriented and customer focused
- Requires the ability to work independently and establish priorities
- Understanding of how to navigate and effectively use the internet
- Sales experience preferred

EXPERIENCE/EDUCATION

Two years of association experience preferred

Minimum of two years of customer service experience required

Minimum of two year of sales experience required

Baccalaureate degree preferred

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files.

WORKING CONDITIONS

Majority of work performed in a general office environment. Position requires availability for extended hours plus non-traditional hours required to perform job duties.

The above is intended to describe the general conditions of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities and requirements.