



JOB DESCRIPTION

Position Title: Member Services Coordinator

Department: Member & Volunteer Services

FLSA Status: Non-Exempt

Reports to: Manager, Member Services

Last Reviewed: March 2022

BASIC FUNCTION

The Member Services Coordinator is responsible for answering member/non-member inquiries regarding ADCES membership, products, educational courses, and Annual Meeting in a thorough and professional manner. Performs data entry and credit card processing of all memberships, product orders and registrations received in the Member Services Department. Provides support for activities related to membership recruitment & retention, which includes contacting lapsed members. Communicates customer concerns or trends to the Manager of Member Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service/Member Services

- Serves as a member advocate to improve overall customer experience.
- Primary source of incoming member/non-member calls and emails for the Association.
- Assists members with the login and password process.
- Instructs callers on how to navigate through the ADCES website, including ADCES Connect platform.
- Provides technical assistance to customers on how to access and view online learning activities.
- Informs callers of current ADCES programs, events and products.
- Answers detailed member questions regarding the ADCES Annual Meeting, the Diabetes Education Accreditation Program, Career Path Certificate Program, Core Concepts Courses, and online courses and publications.
- Refers persons with diabetes to a diabetes care and education specialist via Find a Diabetes Educator.

Member Services Administration

- Processes new member applications and membership renewals.
- Processes credit card payments for membership fees and related refunds. Works with the Accounting Department to correct any dues payment discrepancies.
- Reviews installment payments which are expired or declined, and contacts the member to update their record.
- Mails and emails new member receipts as requested.
- Generates monthly mailing lists for internal and external customers, i.e telemarketing vendor.
- Triage all emails sent to Member Services mailboxes and responds directly as appropriate
- Reviews membership, educational programs, and product information on website, reporting to the Manager of Member Services any needed changes or corrections.
- Merges duplicate records within the AMS database on a weekly basis.
- Assists with new member onboarding efforts through calls and emails.
- Suggests recruitment and retention campaigns, as well as target audiences, to assist with marketing efforts.

Webinar Registration and Product Order Processing

- Processes registration forms for educational programs, credit card payments and related refunds.
- Provides email receipts to course registrants as attendance verification.
- Initiates and processes product orders by phone. Provides verification of product orders by email and tracking orders when needed.

Special Projects and Additional Responsibilities

- Performs assignments that may be requested by the Volunteer Services Department.
- Assists with membership recruitment and retention.
- Maintains an updated file of all ADCES educational offerings.
- Provides back up coverage to Front Desk as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational skills required, ability to establish priorities.
- Computer proficiency required.
- Must have effective communication skills, both verbal and written.
- Ability to maintain a positive, courteous, and professional demeanor while conversing with customers, members and staff is essential.
- Must possess ability to comprehend and retain detailed information regarding ADCES products, courses and events.
- Must be innovative, detail-oriented and member/customer dedicated.
- Requires the ability to work both independently and as a team member.
- Flexibility to support workflow demands and collaborate cross-departmentally.
- Must be able to adjust work priorities during high-volume periods.

EXPERIENCE/EDUCATION

- Minimum of two years of customer service experience preferred.
- College courses in related field a plus.
- Database systems experience preferred.
- Previous association experience a plus.

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.