POSITION TITLE: Membership Support Representative

SUPERVISOR’S NAME TITLE: Traci Stocker, Director, Member Services & Programs

ORGANIZATIONAL UNIT: Membership

POSITION LOCATION: USRowing offices in Princeton, NJ

I. POSITION SUMMARY:

The Membership Support Representative (MSR) is responsible for providing the highest level of support to USRowing members. The MSR assists the Director and other membership staff in the day-to-day operations as well as the maintenance and improvement of the membership database. The successful candidate is a highly motivated, numbers-driven, results-oriented team player who enjoys interacting with people, especially those who have an affinity for the sport of rowing.

The MSR will work from the Princeton, New Jersey offices with little to no travel required.

II. PRIMARY JOB RESPONSIBILITIES:

a. Answer incoming calls and emails from members regarding problems with the membership portal, service questions, billing issues, and general member concerns
b. Promote programs and benefits for individual member base with goal to increase USRowing membership
c. Responsible for maintaining a high level of professionalism with members and working to establish a positive rapport with every caller
d. Update member information in the member database during and after each call
e. Work with membership staff to stay updated on product knowledge and be informed of any changes in company policies
f. Communicate and coordinate with staff as necessary
g. Identify and implement new procedures to improve member support service
h. Process credit card charges through database and mobile devices
i. Responsible for daily membership financial transactions including check log, credit card reconciliation, check requisitions, etc.
j. Other duties as assigned

III. QUALIFICATIONS:
a. 2 – 3 years Custom Service experience preferred 
b. Essential computer skills including Microsoft Office, especially Word, Excel, Powerpoint, Outlook; proficiency in Adobe products (InDesign, Photoshop, Illustrator) and knowledge of Wordpress CMS is a plus 
c. Strong communication skills, both written and verbal 
d. Ability to solve problems and handle issues of a complicated/complex nature 
e. Use creativity and attention to detail while handling multiple tasks and meeting assigned deadlines 
f. Ability to interpret policies and guidelines (after training) 
g. Enjoy working with people and contributing to a positive work environment 
h. Knowledge of rowing – preferred but not required 
i. High school diploma/GED required (Associate degree in a business related field preferred) 

Email cover letter and resume to Traci Stocker, Director, Member Services & Programs, at traci.stocker@usrowing.org, and Pamela Adler, Senior Manager, Human Resources & Administration, at pamela.adler@usrowing.org. Review of resumes will begin immediately.