



MEMBER SERVICES REPRESENTATIVE

Summary:

We are a small, busy, fast-paced office that works closely together. We offer competitive pay, excellent benefits such as medical, dental, vision, a retirement plan plus generous PTO. We work hard but we try to make work enjoyable. This position requires a strong work ethic and a desire to keep learning and growing. The right person will also have great customer service skills because he or she will interact with our members every day via phone calls and emails. Strong computer skills and good phone etiquette are also required.

The Member Services Representative shall first and foremost provide excellent customer service to our members. He/she may handle a wide range of administrative and support-related tasks and should be able to work independently with minimal supervision. This person must be well organized, flexible and enjoy the administrative challenges of working in a small office.

Duties & Responsibilities:

- Handle telephone calls and emails related to member services
- Has the ability to perform all tasks in our database related to member services
- Learn all aspects of membership with USAB
- Assist with other projects as they arise and if workload permits

This job description reflects management's assignment of essential functions; management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Qualifications

Education

- Minimum: High School Diploma
- Some college preferred

Experience

- At least one year of previous customer service experience, plus administrative/clerical/work experience

Skills and Competencies Required

- Spanish language skills preferred.
- Excellent computer skills to include Microsoft Office products (Word, Excel, PowerPoint), Outlook, and Internet
- Excellent customer service skills to include strong written and verbal communication as well as phone etiquette
- Strong organizational skills and attention to detail; proofreading skills
- Proper English usage, spelling, grammar, and punctuation
- Ability to compose business correspondence
- Strong work ethic and the ability to work independently
- Ability to operate standard office equipment: multi-line telephone, fax, scanner
- The ability to travel occasionally, if necessary

Position type: Non-exempt, Regular, Full-time
Reports to: Membership Director
Supervisory Role: None
Starting Salary: \$18.00/hour
Working conditions: Office building with cubicles
Typical schedule is M-F, 8am to 5pm, 1 hour lunch
Occasional overtime may be required
Occasional travel may be required

USA Boxing does not discriminate on the basis of race, religion, national origin, gender, age, handicap, or veteran status. All qualified applicants will be given equal opportunity. Selection decisions are based upon job related factors. All employees must pass a background screening.

Qualified applicants should send their resume and cover letter to Heather Kissack at HKissack@kissackhrc.com.

Application deadline: August 15, 2022