

## **Job Posting**

**Job Title:** Member Services Representative

**Dept:** Member Services

**Report to:** Member Services Manager

**Classification:** Non-Exempt

### **Summary of Position**

The American Radio Relay League (“ARRL”) is the largest membership association for the amateur (“ham”) radio hobby and service throughout the US. For more than 100 years, ARRL has been the leading source of information about amateur radio. Our books include flagship publications such as the annual radio communications Handbook, the Antenna Book, and a suite of ham radio licensing manuals, as well as books on specific areas of radio science, technology, and practical use.

This position includes direct customer contact, where personality and attitude are very important. The ideal candidate will be computer savvy and possess a pleasant phone personality with excellent communication skills. Data entry skills are required to process product orders and membership applications.

This is a full-time, on-staff, on-premises job, based in Newington, Connecticut.

### **Major Duties and Responsibilities**

- Solicit membership extensions and other promotions during customer/member contact.
- Assist with Receptionist responsibilities: phone coverage, visitor contact and lobby sales as need.
- Prepare and process paid, or promotional customer service returns or membership refunds as necessary.
- Communicates with other departments within the organization to meet the needs/requests of visitors, members, and customers.
- Responds to customer service phone calls (orders/memberships) in an effective, friendly manner helping the customer to the best of her/his knowledge.
- Accurately processes daily revenue-generating product orders and membership data entry.
- Accurately process data changes to customer and member records.
- Locates and submits for merging any duplicate records found in the database.
- Enters miscellaneous labels for replacement subscription issues and promotional books.
- Work in a team environment where communication, attention to detail and workflow are priorities to help streamline tasks.

### **Expectations**

- Contribute to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Assist supervisor and co-workers with any tasks, projects, extra or unusual workload due to staff shortages or heavy mail volume including overtime as needed.
- Cover departmental staff outages including, mail, email, and customer service as required.
- Support online member profile login, registration, and Website "Help Desk" support.
- Competent, experienced user of electronic devices including a smartphone, iPad, apps. and personal computer or laptop.
- Files orders, membership applications, and departmental correspondence.

**Knowledge and Skills**

- Excellent command of the English language- proper spelling, grammar, and usage.
- Strong organizational & Customer Service skills.
- Strong phone and email skills required.
- Efficient and comfortable with data entry, and Microsoft Office Suite.
- Must demonstrate a positive productive attitude and represent the organization in a professional manner: speech, writing, and demeanor.
- Ham radio background preferred.

**Experience:** One month to twelve months of similar or related experience.

**Education:** A high school diploma or equivalent.

**Interpersonal Skills:** The ability to be clear, specific, professional, and courteous in spoken and written communication.

**Work Environment:** Fast-paced office environment.

To apply please submit your resume and cover letter to Human Resources at [HR@arrl.org](mailto:HR@arrl.org)