



**Title:** Member Support Specialist

**ID:** 7605

**Department:** Member Experience

**Reporting To:** Manager, Member Support

**Pay Grade:** 6

**Created Date:** August 30, 2016

**Range Min:** \$ 47,763

**Range Max:** \$ 66,700

**Position Summary**

Reporting to the Manager, Member Support this role is responsible for providing a seamless and consistent, end-to-end member experience, whether it is by phone, email, chat or face-to-face, consistent with CREB® values and strategic goals.

**Responsibilities**

Provide first experience resolution for all incoming Member Experience calls, emails,/chat and face-to-face inquiries which include but are not limited to:

Listing management and support

- o Payment management (accept payments, billing inquiries, refunds etc.)

- o Course management: course registration, transfers, cancellations; course check in and material Member questions on software, its use and installation

- o Basic troubleshooting on CREB® supported software

- o Membership management (new applications, transfers, re-entries, terminations, changes, long service)

- o Key Management System (KMS) management and support (sell, troubleshoot, maintain and provide guidance to members about the KMS)CREB® programs, products and services

- o Sell and fulfill store inventory through multiple channels (face-to-face, phone, on-line

- o Inventory management (monitoring inventory levels, ordering inventory, getting inventory ready for sale, financial paperwork, quarterly and annual inventory counts)

Respond to all member calls, emails, chat or face-to-face inquiries with accurate information in a timely fashion

Provide an exceptional member experience within established service guidelines

Recognize and execute on cross/up sell opportunities

Process orders, forms, listings and applications with a high level of accuracy and efficiency

Resolve member complaints professionally and escalate to the appropriate source if required

Ensure all member related activities (calls, emails, chat, face-to-face inquiries, audits etc.)with corresponding data are entered to the call log

Always maintain a high degree of professionalism, courteousness, and friendly manner

Other duties as assigned by manager

**Education Requirements**

Degree / Diploma	Program of Study	Designation Required	And / Or
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High School Diploma

**Experience Requirements**

Years of Experience	Type of Experience
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3-5	Contact Centre	And
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3-5	Customer Service	
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**Other Certification &/or Licensures**

**Additional Qualifications**

3 to 5 years of direct work experience in a help desk support or call centre capacity

3 to 5 years in customer service role

**Core Competencies**

**Our Core Value Competencies** 0%

**We Value Integrity**

By acting with honour, honesty, care and compassion - we strive to always "do the right thing". We show respect for: members, the

organization, our team and colleagues.

#### **We Value Transparency**

We recognize that everyone brings value and expertise - by sharing our time and knowledge, we all contribute to CREB®'s success. We enjoy working together and supporting each other.

#### **We Value Commitment**

We strive to give our best effort to deliver results for members and the CREB® team. As CREB® employees, we "have each others back".

#### **We Value Collaboration**

Information sharing happens across the organization - the rationale behind decisions is shared and feedback is encouraged. Direction and expectations are made clear - we know where CREB® is going and what part we play.

#### **We Value Our Members**

As CREB® employees we personally demonstrate that members are a high priority. We identify members needs and expectations and respond to them in a timely and effective manner.

### **Skills and Abilities**

#### **Encouraging Customer Focus**

Consistently conveys that customers are the highest priority. Respects customer needs and expectations and lets customers know if their expectations cannot be met. Refrains from complaining about (or speaking negatively about) customer behavior or expectations. Communicates in a manner that promotes and sustains customer satisfaction and encourages others to do the same. Achieves these outcomes by ensuring that customer needs and deadlines are realistic and that they are met. Publicly recognizes those who deliver excellent customer service. This is markedly different than those who speak unkindly about customers, fail to inform customers about any unrealistic expectations, complain about customer expectations, and fail to recognize or reward those who think and behave otherwise. 34 %

#### **Quality of Work**

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards. This differs from those who cannot be relied upon to produce high quality work, pay little attention to detail, show little pride in a job well done and/or set a poor example for co-workers or direct reports. 25 %

#### **Productivity**

Meets or exceeds productivity standards that have been established for his/her organizational level or position. Has successfully combined skills, ability and effort level to ensure that expectations related to results/output are achieved. This is in contrast to those individuals who fail to meet standards due to a shortfall in essential skills, ability or the level of energy/effort required. 16 %

#### **Communication**

Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. Has good written and verbal communications as well as good presentation skills. This is quite different than those who tend to select the wrong means of communicating, or who communicate information to inappropriate people. It also contrasts with those whose messages are not clear or lack credibility, as well as those who demonstrate poor listening skills and are unreceptive to feedback. 25 %

### **Skills and Abilities - Additional Information**

- Ability to diagnose problems and provide support for a wide range of in house applications
- Above average computer skills including iOS
- Able to quickly analyze issues and determine best course of action using available resources
- Sound judgment to escalate issues to the team lead
- Knowledge of help desk management software tools
- Able to communicate in user-friendly language
- Exceptional multi-tasking abilities and prioritization skills

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.