North Texas Real Estate Resources, Inc.
Job Description

JOB TITLE: Member Services Specialist

EMPLOYER: North Texas Real Estate Resources, Inc.

DEPARTMENT: Member Services

REPORTS TO: Member Services Director

EFFECTIVE DATE: 12/1/2019

SUMMARY: This position is responsible for delivering a high quality customer service experience through the efficient onboarding of prospective and/or former members. It is expected that as an outstanding communicator with a talent for building strong relationships between members and the Association, that information and guidance will be provided on an ongoing and continuous basis in response to membership needs.

DUTIES AND RESPONSIBILITIES:

- Processes all membership applications, renewals and/or resignations, and collects and reconciles the payments for services for submission to Accounting.
- Processes and issues new or replacement Keycard and/or Keybox services to members including product refunds, replacements and reprogramming - and provides basic training on product use.
- Responds to all inquiries related to membership qualifications and categories, Association services and fees, and handles all information requests and complaints regarding membership.
- Maintains and updates all membership records, and processes all membership change requests for members and offices, ensuring ancillary systems are updated accordingly.
- Provides member requests for reports related to member or office counts and/or keycard or Keybox activity.
- Organizes membership marketing materials and print/digital collateral and delivers in person or electronically to all new members.
- Acts as an ambassador to the Association by marketing and promoting the Association member portal, Association products, services and events.
- Answers and responds timely to phone calls, voice mail and email inquiries
- Maintains digital record-keeping systems in accordance with company policy.
- May assist in training of new hires in department.
- May assist with packaging, shipment and tracking of return product to vendor as well as filling inventory for satellite offices.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Associate's Degree (AA) or equivalent from a two-year college or technical school, or six months to one year related experience and/or training, or equivalent combination of education and experience.
- Computer skills required: Proficiency in Microsoft Office and Internet Software
Other skills required:
- Experience with an AMS system preferred.
- Excellent customer service skills.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to perform diversified clerical functions and basic accounting procedures.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

COMPETENCIES:

- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must frequently lift and/or move up to 20 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

________________________________  __________________________________
Employee Name      Manager Name

________________________________  __________________________________
Employee Signature     Manager Signature

________________________________  __________________________________
Date Signed       Date Signed