I. Position Objective: Describe the purpose of this position. This is a brief explanation as to why the position exists in the organization.

The Member Care Specialist is the first point of contact for general questions from volunteers, parents and the public in person, by phone or email. The position is responsible for case management that includes opening, transferring and closing cases. The incumbent is accountable for providing a high level of customer service to members and volunteers. The Member Care Specialist is a member of a team who rotates front desk duties and other administrative duties. The duties are performed in an office setting 95% of the time.

II. Key Duties and Responsibilities: These are the essential functions of the job.

- Ensure all customer interaction are recorded accurately in our customer database
- Create cases for phone and in-person inquiries
- Close tier cases using standardized and consistent answers and following standard operating process
- Follow the escalation procedures and assign cases to Subject Matter Experts if unable to resolve issues
- Enhance organization reputation by providing a positive customer experience
- Help create and update solutions catalog and email templates
- Navigate and use various GSCM's databases to assist our customers, including data entry tasks
- Rotate the front desk duties including opening and closing the office
- Perform other administrative duties as needed

III. Nature of Work: Give examples of typical assignments.

- Respond to email, telephone and walk-in inquiries from members and volunteers and general questions from the public using SOPM, Solution Catalog and Email templates
- Assist with registration issues such as renewal assistance, member login, events and camps
- Help prepare monthly front lobby slide show
- Ensure the office front lobby is ready for visitors such as properly opening and closing the office when assigned front desk duties.
- Attend at least eight service units meetings a year

VI. Working Relationships: Provide examples of the working relationships the regularly
employee maintains in order to successfully meet the objectives of the position.

- Members & Volunteers
- Public
- Co-workers in various departments
**VII. Performance Indicators:** Describe the performance standards that will be evaluated to determine if the employee meets work standards.

- First contact resolution
- Response time and number of cases closed
- Timeliness and accuracy in data entry
- Utilization of sound judgement in case management and assignment
- Customer Satisfaction
- Excellent customer service and telephone etiquette
- Excellent interpersonal and communication skills
- Accountable for creating and maintaining up-to-date and well stocked solution catalog and email templates

**VIII. Skills/Experience/Knowledge Required:** Describe the specific skills, occupational knowledge, information background, and understanding the employee must have to do the work successfully.

- Strong attention to detail
- Excellent verbal, written and interpersonal skills required
- Excellent problem solving and conflict resolution skills required
- Demonstrated time management, multi-tasking and organization
- Proficient in typing and data entry
- Proficient in Microsoft Word, Excel and PowerPoint and internet savvy
- Ability to work varied hours/days as business dictates; some weekends and nights may be required
- Use of Customer Relations Management software desired
- Prior experience supervising staff highly desirable

Acknowledgement:

Employee signature: ___________________________ Date: ___________________________