



Job Title: Member Success Associate
Department: Member Services
Reports To: Member Services Supervisor
FLSA Status: Non-Exempt

Position Summary: Proactively work with members to understand their business needs and help them find success using the organizations products and services.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Make members successful by effectively resolving inquiries through multiple support channels (phone, chat, email, and walk-in).
- Take ownership of technical issues and member problems from initial support inquiry to final resolution by proactively researching issue, tracking any escalations, and confirming member satisfaction.
- Compose thoughtful, personalized responses to a variety of customer requests.
- Triage incoming requests and spot trends in member issues to flag for the rest of the team.
- Identify, reproduce, and document issues for escalated product support.
- Contribute to the ongoing learning and success of your team by contributing to the creation of documentation.
- Ability to explain technical problems succinctly and clearly.
- Ability to adapt and maintain professional courtesy in a dynamic, high support environment.
- Understand member and MLS data structures for the delivery products and services.
- Coordinate the distribution, use, and control of Supra products among ABoR members. Including, but not limited to: Issue Supra keypads and lock boxes, Troubleshoot Supra keypads and lock boxes, assist callers on use of Supra products, perform reprogramming of Supra keypads and lock boxes.
- Provide other department services. This will include but is not limited to: providing MLS rules and general policy information, supporting content licensing programs, and promoting products and services to members, staff, and third party vendors.
- Provide retail sales support in our three locations as assigned.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Cultural Awareness- The capacity to recognize and value diversity as strengthening aspect of the workplace, to be willing to explore self-assessment, with positive intent manage the dynamics of difference, acquire and practice cultural knowledge and adapt to diversity and the cultural contexts of

the communities one works and serves in.

Commitment to Excellence- Must demonstrate a commitment to quality by taking pride in your work and strive to deliver the best possible results. Actively looks for opportunities to improve the way you work, generate ideas for streamlining processes and consistently working to produce the best work product.

Adaptive to Change/Flexible (general)- Commits to drive change initiatives, receptive to frequent change occurring within the workplace. Exhibits an openness to different and new ways of doing things. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Adaptive and Change Management/Flexible (leaders)- Ability to streamlining services, adjust budgets, reposition team roles to improve performance. Consistently drive change initiatives by being receptive and open to frequent change occurring within the workplace. Demonstrates strong people skills and define and articulate a clear direction for employees and customer (if applicable) understand. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Attention to Communication- Ability to convey information cross functionally and to ensure that information is passed on to others who should be kept informed. Consistently ensures that others directly involved in a work project, initiative or effort are kept informed about changes, modifications, developments, and deliverables. Committed to sharing important information in a timely manner and as appropriate. Leverages multiple channels or modes of communicate important information (example: phone, text systems, memos, newsletters, meetings, electronic mail).

Managing Competing Priorities- Ability to reprioritize tasks and projects, maintain and/or negotiate deadlines when needed. that works for both of you. Ability to reprioritize often and consistently affirm and oversee current priorities and adjust when the priorities shift, ideally while maintaining professional working relationships.

Detail oriented – Must have strong attention to detail and be able to prioritize and manage multiple tasks simultaneously.

Cost Consciousness - Works within approved budget. Conserves organizational resources.

Project Management - Coordinates projects. Communicates changes and progress. Completes projects on time and budget.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized

manner.

Innovation - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

Quality – Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree or equivalent from two-year college or technical school; or two to three years of related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Read and comprehend simple instructions, short correspondence and memos. Write simple correspondence. Effectively present information in one-on-one and small group situations to customers, clients and other employees.

Mathematical Ability:

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Apply concepts of basic algebra and geometry.

Reasoning Ability:

Apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Microsoft Office 365, Teams, use of the internet and the ability to learn specialized software abilities.

Certificates and Licenses:

None

Supervisory Responsibilities: None

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to

stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date