

## **Member Services Program Specialist**

**We are seeking an outgoing, career-oriented professional to join our Member Services Team.**

### **POSITION SUMMARY**

The Member Services Program Specialist is responsible for addressing the needs and concerns of SEANC members related to affinity programs such as Purchasing Power, Hyatt Legal, and theme park tickets.

### **KEY RESPONSIBILITIES**

- Corresponds with members by telephone and email in a timely, efficient and effective manner to resolve order problems, payroll or pension deduction errors, refund requests, and other issues.
- Processes theme park tickets sold directly through the SEANC Office, including processing credit card payments and mailing/emailing tickets to members.
- Serves as a staff liaison to Purchasing Power.
- Facilitates weekly conference call with Purchasing Power to resolve ongoing member issues.
- Reviews the monthly Purchasing Power delinquent report, analyzes each members' contract status, makes corrections, and returns the report to Purchasing Power.
- Assists members with registration on the Purchasing Power website.
- Processes the Purchasing Power payroll error reports for all BEACON and other payroll units.
- Works with Purchasing Power to ensure refund requests are valid and processed by Purchasing Power in a timely manner.
- Ensures that Purchasing Power and Hyatt Legal marketing materials are current and accurate.
- Prepares monthly Hyatt Legal report of active deductions to be submitted with monthly Hyatt invoice.
- Reports directly to the Director of Operations.

### **EXPERIENCE/SKILLS**

- Minimum 4+ years in a customer service role.
- Bachelor's degree in Business Management preferred.
- Excellent attention to detail & accuracy.
- Excellent interpersonal skills and communication skills (verbal and written).
- Strong decision-making and problem solving skills.
- Detail-oriented, self-motivated and ability to work effectively both alone as well as within a team.
- Ability to multi-task and prioritize.
- Proficiency in Microsoft Office required.

### **PERSONAL ATTRIBUTES**

Integrity, energy, reliability, dedication, and passion needed to join a fast-paced environment that requires a positive attitude, and commitment to getting the job done at all costs.

**Commitment to Diversity:**

SEANC is an equal opportunity employer. We do not discriminate on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, pregnancy, disability, work-related injury, covered veteran status, political ideology, genetic information, marital status, or any other factor that the law protects from employment discrimination.