

## **Customer Service Specialist**

### **Essential Job Functions.**

- Provide member services at the front office and over the phone.
- Handle heavy phone call volume and greet people warmly at the front desk
- Ability at all times to be professional and composed while interacting with members and/or during problem solving.
- Possess the capacity to cope and deal with difficult people.
- Responsible for contacting Brokers notifying them of non-compliant realtors whose association membership is outstanding, obtaining a solution and following through to resolution.
- Ability to confidently present to small groups for new member Association Orientation and member trainings as assigned.
- Operate office equipment such as photocopier, printers etc. and computers for word processing, spreadsheet creation etc.
  - Word, Excel, PowerPoint, Publisher
    - Rappationi system -perform data entry
- Handle money from member transactions and process payments
- Participate in assisting with Association activities as needed.
- .Monitor Real Estate Store inventory, order needed supplies and restock shelves.
- Handle office tasks, such as filing, mailers and generate reports.
- Cross trained with other staff for vacation & sick leave relief.
- Perform other duties as assigned.