



POSITION TITLE: Membership Services Coordinator

I. POSITION SUMMARY

The Membership Services Coordinator's primary responsibility is to provide direct support to the USRowing individual member base, USRowing's membership staff, and office personnel in the processing of individual member applications, regatta compliance, and responses to member inquiries, as well as other membership duties. The successful candidate is a highly motivated, numbers-driven, results-oriented team player who enjoys interacting with a public dedicated to the sport of rowing.

The Membership Services Coordinator will work from the Princeton, N.J., office with little to no travel required. Normal business hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. Eastern.

II. POSITION DETAILS

- A. Program Scope 70,000+ Individual Members
- B. Supervision Director, Member Programs and Services
- C. Relations Works closely with entire individual membership, organizations, and USRowing staff.
- D. Key Contacts Daily contact with the membership, membership staff, and USRowing marketing and communications staff.
- E. Salary/Benefits This is a non-exempt position with a salary range of \$32,000-\$35,000 per annum, with health, dental, and vision benefits.
- F. Location Princeton, N.J., office

III. PRIMARY JOB RESPONSIBILITIES

- A. Answer incoming customer calls and emails regarding product problems, service questions, billing issues, and general client concerns.
- B. Promote programs and benefits for individual member base with goal to increase USRowing membership.
- C. Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.

- D. Update customer information in the customer service database during and after each call.
- E. Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- F. Fulfills orders and manages inventory for current membership gear and kit orders including, but not limited to, Kippy Liddle Kits.
- G. Communicate and coordinate with colleagues as necessary.
- H. Identify and implement new process plan to improve customer support service.
- I. Processes credit card charges through database and mobile devices.
- J. Responsible for daily membership financial transactions including check log, credit card reconciliation, check requisitions, etc.
- K. Other duties as assigned.

IV. QUALIFICATIONS/COMPETENCIES

- A. 2-3 years customer service experience preferred.
- B. Essential computer skills including Microsoft Office software, especially Word, Excel, Powerpoint, Outlook; proficiency in Adobe Photoshop and Adobe InDesign is also key. Knowledge of Wordpress CMS is a plus.
- C. Strong communication skills, both written and verbal.
- D. Ability to solve problems and handle issues of a complicated/complex nature.
- E. Use creativity and attention to detail, while handling multiple tasks and meeting assigned deadlines.
- F. Ability to interpret policies and guidelines (after training).
- G. Enjoy working with people and contributing to a positive work environment.
- H. Knowledge of rowing – preferred but not necessary.
- I. High school diploma/GED required (Associate degree in a business related field preferred).

Mail cover letter and resume to:

*USRowing
Traci Stocker
Director, Member Programs and Services
2 Wall Street
Princeton, NJ 08540*

or email traci.stocker@usrowing.org