



## FT Member Services Representative

### About the IEA:

The Interscholastic Equestrian Association is a non-profit organization that was formed to promote and improve the quality of equestrian competition and instruction available to middle and secondary school students across the US.

### About the Opportunity:

We're seeking a full-time Member Services Representative for the IEA Membership Office. The work environment is dynamic and high-energy, collaborative and fulfilling. By joining us, you'll be surrounded by team-oriented people who are passionate about what they do and strive to make a difference.

### Essential Duties & Responsibilities:

Bright, energetic individual to perform a variety of important responsibilities including but not limited to:

- Checking e-mail and voicemail each day, providing and documenting prompt responses.
- Answering phones
- Navigating a busy environment where multi-tasking and prioritizing are necessary
- Data entry
- Payment processing
- General maintenance of customer records

### Qualified candidates for this position will have:

- 1-3 years of customer service experience
- Strong verbal and written communications skills
- Attention to details
- Good organizational skills and exhibit sound problem solving ability
- Knowledge of database, word processing and spreadsheet software; must have computer skills, Apple Mac experience a plus
- The ability to multi-task
- Solid commitment to customer service and supporting others
- Excellent telephone demeanor
- Ability to work as a team and support collaboration

\$14-\$15/hr to start depending on experience. Training provided. Our company promotes from within.

To apply, please submit a resume and cover letter to [Kathryn@RidelEA.org](mailto:Kathryn@RidelEA.org). Thank you for your consideration.

- Location: Wakefield, MA