NEXUS
Association of REALTORS®

Staff Position Descriptions
Member Services Specialist-

Reports To: Director of Member Services and Professional Standards
FLSA Status: Non Exempt

I. Summary:

This staff position provides prompt, courteous response to inquiries regarding the Association's array of programs, products, and services, and policies in coordination with Member Services Specialist (Full Time) in Burlington Camden Office.

II. Essential Duties and Responsibilities:

These essential duties and responsibilities are not intended to be and should not be construed, as an all inclusive list of all responsibilities, skills, or working conditions associated with this position. While it is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

- Ensures CEO and/or Director of Member Services is informed of all problems affecting membership in a timely manner.
- Answers telephone calls, greets visitors, and manages routine member concerns/questions, or directs inquiries to appropriate department/company.
- Processes incoming mail and distributes to proper departments.
- Co-ordinates ordering of supplies; ie: paper, pens, kitchen and facility supplies etc.
- Provides membership information and application materials to prospective new members who come personally to office
- Processes registrations for educational programs, specialized conferences and meetings.
- Performs word processing functions and other administrative duties as assigned.
- Merchandises and maintains retail service center.
- Maintains Inventory for Store and Supra
- Handles retail sales, in person and via mail order.
- Serve as primary point of contact for Supra Lock Box support for assisting members with assigning Keys and/or Lockboxes.
- Responsible to inform members of Rules and Regulations of leasing a Supra Key

and troubleshooting any problems or questions.

- Maintains Supra Records. Orders and handles returns for all Supra supplies.
- Assist in the development of marketing strategies for the retail service center and Supra.
- Assists with Real Estate School activities- makes copies, sign in sheets etc,
- Maintains clean and orderly lobby and staff work room.
- Provides support to set up and clean up following onsite meetings.
- Performs other related duties as assigned.
- Be aware of and understand all Association policies and procedures.

III. Background Requirements/Other Characteristics of the Position:

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.

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail and within deadlines.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point)
- Experience with day-to-day use of smart phone, tablet, electronic calendar, voice mail and other existing and emerging technologies to assist with effective and efficient operations.
- Excellent oral and written communication skills.
- Exhibits good judgment, professionalism, and a positive attitude.
- Strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board and Association members, external partners and volunteers
- Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

IV. Supervisory Responsibilities:

This job has no supervisory responsibilities.