



Title: Member Support Specialist

ID: 7605

Department: Member Experience

Reporting To: Manager, Member Support

Pay Grade:7

Updated: August 22, 2024

Range Min: \$56,444

Range Max: \$84,666

Position Summary

Reporting to the Manager, Member Support, this role is responsible for delivering a seamless and consistent, member experience, providing professional support across all channels including phone, email, chat and in person interactions. The Member Support Specialist will also take ownership of the hospitality experience and serve as a CREB® Campus ambassador.

Responsibilities

Member/Client Experience

- Serving as the main point of contact, responding to all member and client inquiries, concerns, and requests regarding CREB®'s products and services and campus inquiries.
- Establish strong relationships with members, proactively addressing their needs and fostering a sense of community and belonging.
- Engage in productive discussions to understand member perspectives, preferences, and suggestions for improvement.
- Own the hospitality experience and be the champion for the CREB® Campus.

Operations and Administration

- Membership management (processing new applications, transfers, re-entries, terminations, changes, long service)
- Key Management System (KMS) management and support (sell, troubleshoot, maintain, and provide guidance to members about the KMS CREB® programs, products, and services)

- Oversee the day-to-day operations of the campus coworking and room rental spaces, ensuring they are well-maintained, clean, and equipped with necessary amenities.
- Promptly report maintenance and/or repair issues and ensure a comfortable and productive environment for members and other clients.
- Monitor the CREB® Campus room booking system.
- Monitor building and parking capacity and collaborate with other departments as needed.
- Conduct tours of CREB® Campus for potential clients, highlighting the features, benefits, and available services.
- Operate the CREB® store, promoting in person, on-line and phone sales and manage store inventory.
- Member and client invoicing and payment management, (invoicing, payments, billing inquiries, refunds etc.).
- Course registration including, course registration, transfers, cancellations; course check in and material.
- Contribute to assessment of risks/impacts and assist in mitigation implementation.

Member Support

- Provide an exceptional member experience within established service guidelines
- Resolve member complaints professionally and escalate to the appropriate source if required
- Record all member related activities (calls, emails, chat and in-person interactions)
- Always maintain a high degree of professionalism, courteousness, and friendly manner
- Support member inquiries on CREB® software, its use and installation.
- Basic troubleshooting on CREB® supported software and technology.
- Contract related modifications to MLS listings
- Other duties as assigned by manager

Education Requirements

High School Diploma

Years of Experience

3-5 years: Contact Centre and

3-5 years: Customer Service

Other Certification &/or Licenses

Additional Qualifications

- 1 to 3 years of direct work experience in a help desk support or call centre capacity
- 1 to 3 years in customer service role

Core Competencies – What We Value Most

Service

- Putting the interests and needs of our members at the forefront of our interactions.

Excellence

- Continuously improving our work and ourselves to meet increasing expectations.

Professionalism

- Holding each other to high professional standards that earn member and consumer trust.

Community

- Building and nurturing a diverse, inclusive and equitable community of professionals that are better together.

Listening

- Asking members what they need and responding to the collective interest of the community.

Advocating

- Proactively protecting and enhancing the interests of our members

Skills and Abilities

Weight

Encouraging Customer Focus

34 %

Consistently conveys that customers are the highest priority. Respects customer needs and expectations and lets customers know if their expectations cannot be met. Refrains from complaining about (or speaking negatively about) customer behavior or expectations. Communicates in a manner that promotes and sustains customer satisfaction and encourages others to do the same. Achieves these outcomes by ensuring that customer needs and deadlines are realistic and that they are met. Publicly recognizes those who deliver excellent customer service. This is markedly different than those who speak unkindly about customers, fail to inform customers about any unrealistic expectations, complain about customer expectations, and fail to recognize or reward those who think and behave otherwise.

Quality of Work

25 %

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards. This differs from those who cannot be relied upon to produce high quality work, pay little attention to detail, show little pride in a job well done and/or set a poor example for co-workers or direct reports.

Productivity

16 %

Meets or exceeds productivity standards that have been established for his/her organizational level or position. Has successfully combined skills, ability, and effort level to ensure that expectations related to results/output are achieved. This is in contrast to those individuals who fail to meet standards due to a shortfall in essential skills, ability or the level of energy/effort required.

Communication

25 %

Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. Has good written and verbal communications as well as good presentation skills. This is quite different than those who tend to select the wrong means of communicating, or who communicate information to inappropriate people. It also contrasts with those whose messages are not clear or lack credibility, as well as those who demonstrate poor listening skills and are unreceptive to feedback.

Skills and Abilities - Additional Information

- Ability to diagnose problems and provide support for a wide range of in-house applications
- Above average computer skills including iOS
- Able to quickly analyze issues and determine best course of action using available resources
- Sound judgment to escalate issues to the team lead
- Knowledge of help desk management software tools
- Able to communicate in user-friendly language
- Exceptional multi-tasking abilities and prioritization skills

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations, and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.