
Name of Organization: ID Experts®

Job Title: Member Services Representative

Reports to: Member Services Supervisor

Exempt or Non-exempt: Exempt

Role:

This staff member will support ID Experts members over the phone, and via email.

The member services representative drives customer satisfaction by proactively facilitating and delivering information online, over the phone, and in writing. This position requires effective interaction with all ID Experts departments and clients.

The member services representative is expected to represent ID Experts with the highest level of professionalism at all times.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

Duties:

Answer telephones and offer assistance to ID Experts members.

Handle member issues via email and via phone.

Handle all member billing and accounts

Answer member's questions or concerns

Update Payment and Coverage information for members.

Become an expert in all aspects of ID Experts products and services.

Data entry into multiple computer applications.

Assist Recovery department with special projects.

Office and administrative tasks as assigned.

Required Skills:

Strong attention to detail.

Expert organization and prioritization skills.

Ability to concentrate and work proficiently with constant interruptions.

Working knowledge of MS Office and associated programs.

Strong communication and customer service skills, both verbal and written.

Independent work ethic and ability to multi-task and interact effectively with others.

Refined interpersonal skills.

Able to work under pressure while dealing with sensitive and confidential issues.

Ability to communicate clearly with members.

Positive attitude in difficult situations.

Completes assignments in a timely manner.

This position requires advanced customer service and technical support abilities, strong analytical and problem solving skills, a high level of professionalism, the ability to multi-task, strong attention to detail and self-motivation.

Required Experience and/or Education:

At least one year experience in a client based services environment, with excellent references.

There are no specific education requirements. Preferred experience is:

Credit card billing and payment systems experience

Been a victim of identity theft, or known someone who has.