
Date: 4/4/14

Position Title: Member Services Specialist

Department: Brewers Association Member Services

Position Reports To: Operations Manager

General Purpose: As the front line of communication, this entry-level position's primary responsibility is to provide high-quality service to Brewers Association members and customers. This position is also responsible for processing all memberships and orders with a high degree of accuracy and efficiency.

Essential Duties:

- Provide excellent customer service both internally and externally.
- Serve as a part of the frontline response team to all outside phone and email inquiries.
- Troubleshoot any user account and login issues on the Brewers Association and Homebrewers Association websites.
- Cooperate with Member Services team to process all American Homebrewers Association and Brewers Association memberships.
- Cooperate with Member Services team to process and prepare all web orders for the Warehouse/Shipping Manager.
- Coordinate member mailings with outside mail house.
- Process and fulfill all web and mail marketing offers.
- Process accurate daily accounting reports as needed.
- Provide support for shipping and receiving at association warehouse as needed.
- Manage ordering for internal paper and office supplies, including association stationary.
- Serve as primary contact on any Brewers Association membership issues.

Other Duties

- Actively self-educate on all association programs.
- Record notes for department meetings.
- Assist with various calling campaigns as assigned.
- Update membership database as necessary.
- Manage shipment of replacement copies of membership cards and *Zymurgy & The New Brewer* magazines.
- Serve as first point of contact for office visitors.
- Open main office entrance each morning, and lock each day at close of business.
- Distribute office mail.

Travel Required:

- Attend the Great American Beer Festival in Denver.
- Attend additional Brewers Association events as assigned.

Knowledge, Skills and Abilities:

- Excellent customer service skills
- Relentlessly positive attitude
- Excellent data entry skills with emphasis on speed and accuracy
- Strong ability to multi-task
- Strong problem-solving skills
- Strong interpersonal skills
- Proficiency in MS Word, Excel, and database applications
- Strong oral and written communication skills
- Ability to retain accuracy on time-sensitive tasks
- Strong punctuality and dependability

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job

Equal Opportunity

The Brewers Association is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital/familial status.