



Brewers Association Job Description

Date: 3/15/2016

Position Title: Member Services Specialist

Department: Member Services

Position Reports To: Member Services Manager

General Purpose: As the front line of communication, this full-time, 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. This position also provides support to the Warehouse Manager as needed.

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.
- Assist Brewers Association and American Homebrewers Association members with new and renewing online membership purchases.
- Manage all duplicate awards processing and inventory.
- Collaborate with Member Services team to process and prepare all web orders for the Warehouse Manager.
- Process accurate daily accounting reports.
- Collaborate with Member Services team to ensure accurate execution of membership renewals and member card mailings.
- Provide support for shipping and receiving at association warehouse as needed.

Other Duties

- Pro-actively self-educate on all association programs.
- Record notes for department meetings.
- Assist with calling campaigns as assigned.
- Coordinate member packet mailings.
- Manage shipment of replacement copies of membership cards and *Zymurgy* & *The New Brewer* magazines.
- Manage auto-attendant messages for main office phone line.
- Support Office Manager with office coverage and serve as first point of contact for office visitors.
- Support Office Manager with main office entrance opening and closing each day as needed.

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



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- Strong oral and written communication skills
- Ability to retain accuracy on time-sensitive tasks
- Strong punctuality and dependability

Travel Required:

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

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.