

## Job Description

### Membership Service Agent

Job Title: Membership Service Agent  
Reports to: Membership Experience Manager  
Revision Date: February 2024

#### **SUMMARY**

Reporting directly to the Membership Experience manager, the Membership Service Agent is often the first point of contact for all CSIA stakeholders and a key role in ensuring Member satisfaction. The person in this position is responsible for a variety of membership and office administration support tasks, including answering Member and Snow School enquiries, data entry and payment processing. The Membership Service Agent has a broad understanding of all members' related policy, procedures and services. The ability to be professional, patient, and be Member-service focused are key for any individual wanting to succeed in this position.

#### **PRIMARY RESPONSIBILITIES**

- Responsible for greeting visitors at the National Office and managing all incoming calls and emails, routing to other staff.
- Respond to all general enquiries made by Members, Snow Schools and other CSIA partners.
- Responsible for daily mail and package distribution within the office and coordination of shipping and receiving tasks.
- Responsible for processing and data entry of membership transactions including annual dues payments and refunds.
- Assist with research, data entry, Member reinstatement process, affiliate requests, International Ski Instructors Association requests and Member recognition enquiries.
- Assist with database annual opening and closing of membership renewal process.
- Assist with inventory receiving, tagging, and shipping to the fulfillment center as well as with special requests for various events, and year-end inventory count.
- Assist the Operations Department with posting program results.
- Ensure the website is updated within their area of responsibility.
- Ensure the accuracy of database and Member files including the communication of changes to partner associations.
- Ensure the secure storage of all records and electronic files in compliance with organizational policy and procedure.
- Gain knowledge of programs and products offered to the membership on an annual basis to be able to respond to inquiries effectively.
- Understand member benefits offered through corporate sponsors, various promotions, insurance benefits, partner affiliations and membership categories.
- Participate in office administration process reviews to ensure on-going improvements are made to enhance the Member experience.
- Perform all other duties from time to time as deemed required.

### **CORE COMPETENCIES**

- Interpersonal and Communication Skills
- Membership and Stakeholders Focus and Quality of Service
- Decision Making and Initiative
- Conflict Management

### **JOB SPECIFIC COMPETENCIES**

- Analysis/Reasoning
- Attention to details and organized.
- Ability to work independently.

### **QUALIFICATIONS AND EXPERIENCE**

- A secretarial/receptionist certificate or at least 2 years of equivalent work experience in customer service, reception/call center administration and data entry.
- Excellent level of French and English, both oral and written.
- Excellent command of the Windows environment, Microsoft 365 tools, particularly Outlook, Teams, Word and Excel.

### **WORK ENVIRONMENT**

- Work in an open office environment at the CSIA's Head Office located at 8615 Saint-Laurent Boulevard in Montreal, Quebec.
- This is a permanent full-time position (37.5 hours/week), that may occasionally require you to work beyond the normal work hours.