

SURREY

Position Description

Full time, Member Services Specialist

Due to an internal promotion, Surrey is hiring a Member Services Specialist (MSS).

The Member Services Specialist (MSS) creates the first impression of Surrey Services to those who make contact with Devon Surrey. The MSS represents Surrey's motto of "neighbor helping neighbor" by interacting with others while presenting a friendly, respectful, caring, and professional manner. The MSS has sufficient knowledge of both Surrey programs and community resources to answer basic questions and/or refer members or individuals to the appropriate staff person or community resource. The MSS supports all functions of Member Services.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Communication with members, staff, and the community

- Communicate the Surrey mission, vision, and culture to all.
- Interact with members, community, and staff daily via phone, email, and in person.
- Collaborate with all Devon staff to identify those members and others in need of additional services and maintain appropriate records.
- Supervise volunteers who assist with connecting with members and others.
- Regularly (weekly) communicate with those identified to reduce isolation. Try to determine what members might need and keep accurate records of calls and notes. Communicate members' unique concerns to appropriate staff members.
- Respond to incoming calls, voice mail messages, inquiries, and emails from members and others in the community to assist with support and connection to services or programs.
- Respond efficiently with relevant correspondence (member isolation, illness, death) as appropriate. Facilitate special group mailings such as holiday, birthday, using Surrey volunteers.
- Support monthly membership renewal process.
- Educate all individuals, including staff, on Surrey Services during conversations. Promote and assist in adding new memberships.

- Seek assistance from other staff regarding concerns about a member.
- Engage members and others to identify opportunities to improve services and/or experiences.

Services for members and others

- Schedule AARP Tax Program appointments for members and others from the community.
- Connect members and others new to Medicare with PA Medi counselors throughout the year. Schedule individual's appointment with counselors when requested.
- Work with the Manager of Mission Services with assigning volunteers associated with designated programs. Follow up with both members and volunteers.
- Connect with local nonprofits and other service providers to collect information about the services they provide and any eligibility requirements. Keep referral list(s) and resources up to date. The ongoing goal should be to increase the number of vetted resources for our members and community needs.
- Respond in a timely fashion by phone, in-person, or mail to information and referral requests associated with Surrey's Resource File and other resources.
- Provide Center tours to prospective members.

Administrative and reporting:

- Collect and record money received from programs, classes, meals, the fitness center, etc.
- Maintain sufficient supplies and replenish Surrey publications as necessary.
- Manage and regularly update Resource File on the shared drive.
- Timely enter data and information in database as needed.
- Assist in monthly Key Performance Indicators (KPI) data gathering and reporting as needed.
- Maintain data for grants and funding requests as needed.
- Act as back-up Receptionist, when needed.
- Manage the front desk non—routine duties that staff or volunteers provide such as reminder calls, petty cash, mailings, data input.

Volunteer administration

- Assist in recruiting, training, and supervise volunteers to support program needs.
- Collaborate with the Manager of Mission Services with developing matches for volunteer service requests by timely completing the Request for Volunteers form.
- Communicate regularly with volunteers to support new membership.
- Support volunteers with facilitating reminder calls, mailings, etc. to members and others.
- Maintain ongoing list of volunteers who support initiatives.

QUALIFICATIONS, SKILLS & ABILITIES

Above average:

- Customer service
- Strong communications, oral and written

- Ability to act as a liaison between members of Surrey staff, programs, and resources
- Ability to multi-task
- Flexibility

Skilled in:

- Microsoft Office suite (Word, Excel, and Outlook)

Job Type: Full-time

Salary: \$18.00 - \$20.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Monday to Friday

Experience:

- Microsoft Excel: 1 year (Required)
- Microsoft Word: 1 year (Required)

Work Location: One location