

Job Description
Member Services Representative

Job Title: Member Services Representative
Department: Member Services
Reports to: Assistant Registrar
Supervises: None
Status: Non-Exempt

Position Summary: A hybrid position with a fast-paced team environment. Focused on providing superior member service via telephone, mail, and email to all members as well as maintaining a respectful work environment to your co-workers and other departments at the USTA.

Duties/Responsibilities:

- Receive and make phone calls from/to customers
- Process new membership applications
- Process renewal membership applications
- Process and update farm/stable and applications
- Process and update driver/trainer renewal license applications
- Process and update electronic eligibility
- Register driver colors
- Process new foal registrations
- Process horse ownership transfers
- Process horse leases
- Open and prepare company mail
- Scan and verify own work for record keeping purposes
- Work in conjunction with other USTA departments on various projects
- Participate in Outreach/Sale events
- Supervise Online Services

Required Skills/Abilities:

- Proficient with Microsoft Office and USTA software
- Excellent communication skills
- Ability to perform duties with minimal supervision
- Ability to work in a team environment

Qualifications:

- High school diploma, GED or equivalent work experience

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.