

The VFW Kansas City Office has a position opening as described.

**DEPARTMENT:** Member Service Center

**JOB TITLE:** Member Service Advisor

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**NATURE OF WORK:**

Provides customer service for the Member Service Center. Responds to customer inquiries via phone, fax, mail and email. Exemplify VFW and Member Service Center Values in coordination with the What Great Looks Like (WGLL) standards.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

**Servicing Tasks**

1. Provide outstanding telephone service that meets the member needs while striving to correct mistakes, if any, and work through emotional situations within the standard of the WGLL and SOP.
2. Process Mail Orders and Payments, Answer Mail/Email Questions, Process Fax Orders, Process Email Orders, Manage Quote Orders and Process Product Returns in accordance with MSA Standards and SOP. Perform research as needed. For example, locate customer and order(s) in Aptify to understand the situation. For email questions, reply using appropriate templates and follow email standards. For physical mail, look up contact information and attempt to provide appropriate information by phone before sending a physical mail response.
3. Process membership applications for existing and new members. This includes annual, life, legacy, installment, auxiliary and convention registration. Enter member information timely, accurately, and completely from the application or other document provided.
4. Prepare checks for bank deposit. Process large sums of money by credit card authorizations.
5. Utilizing the VFW customer database (Aptify) to maintain membership records to include updating addresses, emails and phone numbers. Mark record accordingly when notification is received that member is deceased. Process transfers for annual and life members.
6. Communicates with Post Quartermasters, Department Quartermasters, and VFW and Auxiliary members, both verbally and in writing, to clarify or resolve issues pertaining to monetary discrepancies and processing of payments. Coordinates journal transfers to ensure that monies are split to appropriate departments.

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### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Membership eligibility is not required for this position.
2. Position requires high school education level with at least one year general office experience
3. Requires strong interpersonal skills to discuss products and questions with customers and co-workers.
4. Requires the ability to operate moderately complex equipment, including a check scanner/endorser, computer, telephone switchboard, document scanner and copier.
5. Requires experience in database usage and accurate data entry skills, 10 key by touch. Must have a moderate level of experience in Microsoft Excel and Word.

### **SCOPE OF POSITION:**

1. Reports to Supervisor.
2. Generally plans and prioritizes work on a daily basis.
3. Resolves problems of a routine nature. More significant problems are referred to supervisor.
4. Typical contacts are with VFW Department and Post staff or officers, VFW members and VFW employees to answer questions and provide information regarding the processing of members and/or resolve problems.
5. Provides service to VFW customers by receiving (by phone, fax or mail) orders for supply items. Assists phone, mail, email and fax customers.

### **WORKING CONDITIONS:**

1. Position operates in a busy office environment with telephone and PC usage 100% of the time to input order information.
2. Light lifting (5-20 lbs), during inventory, National Convention and assisting customer service with return packages.
3. Some overtime may be required during peak periods.
4. Possible travel required for National Convention.

### **MAJOR ACCOUNTABILITIES:**

1. Ensures customer orders are entered into database completely and clearly. Ensures all keying errors and problems are resolved.
2. Ensures payments and orders are processed and deposit of checks/cash are taken to the Bookkeeping area. Makes sure Cash Control Batches balance with orders.

3. Ensures Office Supervisor and Department Director are kept informed of matters concerning production results and any problems or concerns.
4. Prepares for the National Convention.
5. The above duties are general in nature and are not intended to reflect all of the duties which may be required of the incumbent.

\*This position is not eligible for relocation assistance. \*