

Member Benefits Representative (Heavily Customer-Service Based)

Member Benefits representatives are responsible for monitoring and executing all aspects of Member Benefits. Customer service is a big part of this position as it covers our entire membership.

Responsibilities

Specific responsibilities for the Member Benefits Department

Community Service:

- Prepare and carry through the company Join Hands Day event each year
- Collect, evaluate and prepare all correspondence for the Lodge Matching Funds projects
- Collect all donations for any Community Service project run by the Member Benefits Department
- Assist with any other Community Service duties as needed
- Collect, evaluate and report all community and fraternal events, hours, and expenditures to the American Fraternal Alliance and the Communications Department for the annual Impact Report
- Manage and log lodge reports
- Send letters and make phone calls if reports have not been received
- Order Lodge financial audits and perform them if necessary
- Correspond with lodge officers and assist with lodge calendars and invitations
- Correspond and work with lodges preparing for 100th anniversaries
- Assist with the preparation of the Annual Lodge Officers Book and train or work with new officers when needed
- Assist Vice President of Member Benefits with coordinating lodge meetings for special purposes
- Assist lodges with events, meetings, or re-organizations

Retirement Home:

- Visit with members and answer inquiries on becoming a resident. Mail the member a letter for them to review with a recap of the conversation
- When a member is ready to apply to the Retirement Home, the representative sets up the appointment and coordinates with our physician and the Vice President of Member Benefits so they can interview interested members
- Writes acceptance or rejection letter, notifies Retirement Home manager and documents original file and membership database file

Future Club:

- Maintain Future Club file
- Set up and mail Family Fun Day invitations
- Handle all Family Fun Day orders and deposits
- Attend the annual event until the end
- Knowledge of all member benefits
- Assist with all events set-up and clean-up
- Constantly communicate with members by phone and e-mail
- Any duties assigned by the Vice President of Member Benefits

Qualifications

- High school diploma
- 1 year of office experience
- Must be knowledgeable in Excel, Word, Access and PowerPoint
- Must be a team player
- Willing to work some nights and weekends
- Willing to travel when needed
- Prior community service administration preferred

Compensation

\$35,000 - \$40,000 annual salary + benefits