

Job Title: Club Quality and Member Support Specialist (CQMSS)
Reports To: Club Quality and Member Support Supervisor

Summary

In the role of Club Quality and Member Support Specialist you will interact internally with our team, as well as externally with Toastmasters International members from around the world. This position requires a person with an excellent understanding of customer service and troubleshooting techniques, superior communication and problem-solving skills, and a passion for service.

Description

- Provide quality service and support to club members and teammates, via telephone, email, and chat
- Maintain the accuracy of data and records, and assist in the preparation of required reports
- Ability to take ownership of complex member interactions and provide resolutions using critical thinking and multi-factor data points
- Effectively handle escalated member complaints to ensure their needs are met, including providing recommendations on corrective solutions
- Assist with developing, testing, and reviewing business processes and resources, which may include training team members
- Operate as a subject matter expert in multiple areas of departmental business
- Test software and applications and provide feedback
- Support organizational initiatives, including departmental projects
- Establish and maintain effective interdepartmental relationships with management and staff, as well as members globally
- Other duties as required by management

Knowledge and Skills

- Innovative team player with a positive attitude
- Detail-oriented individual, with strong analytical, time management, and organizational skills
- Excellent communication skills, both verbal and written
- Ability to write professionally clear and concise letters, chats, and emails
- Ability to adapt to business needs and handle a high volume of real-time customer interaction
- Superior data entry experience with demonstrated speed and accuracy
- Strong knowledge of customer service principles and practices, which includes advanced problem solving, and sophisticated member satisfaction techniques
- Must be able to work on a team, as well as independently, and contribute to multiple projects
- Non-profit experience a plus
- Contact center experience a plus

Position Requirements

- Fluent in English, both verbal and written
- Intermediate to Advanced skills – Microsoft Office Suite
- Minimum of two years of data entry experience
- Minimum of three years customer service experience
- Minimum high school diploma or equivalent