**Customer Service Representative**

The Greater Capital Area Association of REALTORS®, one of the largest local REALTOR® associations in the U.S., represents more than 10,000 REALTOR® members from Washington, DC and Montgomery County, MD, as well as industry-related professionals who follow the real estate business. We are the local voice for real estate and we provide the resources for members to succeed. Our work, and the work of our members, is all about relationships. It is our goal to provide outstanding value and exceptional service, delivered with the highest level of professionalism, to our members and communities.

 The Member Services Representative will be professional and courteous to all who visit the GCAAR office.  They will greet members, potential members, and guests and provide exceptional customer service.  This position is primarily based in Rockville, but will also work in our DC office when needed.

 Responsibilities include:

* Conduct oneself in a professional manner with colleagues, members, and general public
* Assist member and guest walk-ins, curbside pick-ups, phone calls, and emails
* Trouble shoot members’ needs to find a resolution in a positive, professional image
* Become proficient in members and billing services and be cross-trained in education and events in order to assist our members with all inquiries and services
* Assist with processing new member applications and database entry
* Assist with maintaining accurate information in various databases (such as Rapattoni, SentriLock, and NAR/NRDS)
* Assist with members’ SentriLock card, SentriKey app, and lockbox needs
* Assist our members’ annual dues billings needs
* Ensures the Member Services Director is apprised of all member concerns or issues
* Works with Database Administrator to learn best practices for database entry and maintenance.
* Ensures that our member services area is properly stocked for members’ needs
* Reconcile member services store product daily batch
* Promote member benefits of local, state, and national REALTOR® associations to our members/potential members
* Support other teams and departments as needed
* Being an association team player, and assist in other departments when requested
* Will be required to work on Saturdays occasionally, and DC office when needed
* Other tasks as assigned

Qualifications:

* Bachelor’s degree REQUIRED
* 2+ years experience in a customer services related position
* Being a self-starter, who is able to work independently
* Being highly organized and detail oriented
* Having exceptional listening skills and patience
* Having a strong customer service skill set, with the ability to speak concisely and effectively
* Has knowledge and has used Microsoft office applications
* Must be able to work in person in our MD and DC offices
* Must be able to lift and carry supplies weighing up to 20 pounds

Compensation is between $45,000 and $50,000, plus a generous benefit package.

**\*\*Applicants cannot hold an active real estate license. If you want to be considered for employment, you would have to put the license on “Inactive” status prior to employment.**