

Retail and Member Care Outreach Associate

The Greater San Diego Association of REALTORS® is the premier real estate trade association in San Diego. We are the largest association in the state and the largest trade association in San Diego. We make a difference by providing training, benefits and resources to help our members excel in the real estate industry and we are looking for an experienced Retail and Member Care Outreach Associate to join our team.

GSDAR is committed to its employees by offering an outstanding and fast paced work environment, which affords them every opportunity to thrive and grow both professionally and personally. We are hiring for the following position in one of our Service Centers located in Rancho Bernardo:

Summary

The Retail and Member Care Outreach Associate will promote, sell and market all products, services, events and benefits for the organization through conversation and assisting customers on the phone and in person. This position will be measured on results and achieving the overall goals and objectives for the organization in addition to retaining and growing the overall membership.

Responsibilities

- Understands all products, services, education, events and any current campaigns
- Prepares daily, weekly and monthly tracking of all transactions
- Updates and maintains database of all interactions
- General understanding of sales as it relates to the organizations overall goals and objectives
- Receives inbound and makes outbound calls and handles face to face customer service
- Follow-up with members via email and phone calls to promote products, services, events and education
- Fills out contract forms, determines charges for service requested, collects and posts charges and receipts in a batch
- Balances batch daily
- Promotes member benefits and additional products and services
- Adjusts complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation
- Assists in maintaining inventories for membership and education products
- Maintain membership files
- Registration for association events, classes, seminars, and other programs

Qualifications

- 1-2 years of progressive experience working in a sales and customer service capacity
- Associate Degree from an accredited college/university is a plus
- Excellent Customer Service experience required
- Should be able to deliver results, driven and focused
- Ability to track, analyze, and report results of sales
- Analytical skills, including ability to identify and quantify financial impact of opportunities with limited data
- Extremely organized, detail oriented, and comfortable with identifying and solving problems
- Self-motivated, energetic with the ability to work collaboratively and multitask in a fast paced environment with shifting priorities
- Fast Learner - able to learn new programs and skills quickly

- Project management skills a plus
- Excellent computer skills -- Word, Excel (intermediate to advanced level), PowerPoint, Outlook, Excellent interpersonal, written, and oral communication skills

GSDAR offers competitive salary and benefits package. We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform post-employment drug screenings.

Please e-mail resume and salary requirement to ssouza@sdar.com attn: Human Resources.