



## MEMBER SERVICES

**POSITION BASIC DESCRIPTION:** Serves as the first point of contact for South Carolina Firefighters' Association (Association) members and South Carolina Firefighters Insurance Services (SCFIS) as they communicate or visit the Association office. Serves as the front-line customer service representative for all Association functions. Facilitates effective communication between the customer and the appropriate Association staff member.

### POSITION REQUIREMENTS / SKILLS REQUIRED:

- A Bachelor's degree is desired
- An Accident and Health Insurance License desired or must be able to obtain a license within 90 days of start date
- A proficient working knowledge of common technology-based management and productivity tools of normal office operation is required; to include the ability to quickly learn and understand the Association's Member Management System and SCFIS database
- A work history demonstrating high levels of customer service is desired
- The ability to project and maintain a friendly rapport with members, customers and staff
- Must have and maintain a valid South Carolina driver's license and be able to be covered under Association's insurance policy

### PRIMARY DUTIES:

- Serves as the primary contact for all incoming calls, mail and in person visits to the SCSFA Office
- Process new insurance policies, modifications to existing policies, and claims forms
- Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and file appropriately in database
- Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers
- Confer with customers by telephone or in person in order to provide information about products and services, to answer account questions or to obtain details of requested actions

- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Resolve customer requests or billing questions
- Review insurance policy terms in order to determine whether a particular loss is covered by insurance
- Ensures that hospitality room has been refreshed each day
- Office point of contact for ordering of hospitality and office supplies as needed
- Assists members via email, telephone or in person
- Follows-up on member inquiries not immediately resolved
- Using SCSFA vehicle, makes bank deposits & retrieves mail from post office box on a daily basis
- Process new member applications, renewals & membership dues
- Enters and maintains member data as needed to assist with customer service
- Manages regular mailings to members, including payment reminders
- Serves as a responsive liaison to members with regard to all aspects of membership, ensuring consistent and accurate communication about membership issues
- Processes and ships training materials, merchandise & member benefits orders, offered through the Association
- Work hours are Monday – Friday, 8:00am – 5:00pm

**OTHER DUTIES:**

- All other duties as assigned by the Benefits Director or Director of Administration

**BENEFITS:**

- South Carolina State Firefighters' Association (SCSFA) offers insurance benefits (health, life, dental & vision)
- The SCSFA participates in a retirement benefit offering through the Public Employee Benefit Authority (PEBA.)
- The SCSFA provides a generous annual and sick leave, along with the observance of holidays per calendar year

\*The South Carolina State Firefighters' Association does not discriminate in educational or employment opportunities on the basis of race, color, religion, national origin, sex, sexual orientation, gender, age, disability, protected veteran status or genetics.