Member Support

Department: Member Service Operations
Reports to: Member Service Manager
Estimated Start Date: ASAP
Type: Full Time Hourly
Shift: Multiple
Pay Rate: $16/hour (after 90 days successfully completed) + estimated $1,800/year in bonus

Role & Responsibilities:
The Member Support (MS) Representative is responsible for inbound calls from menMD members to assist them with their treatment plans. We are looking for an exceptional communicator with strong organizational and interpersonal instincts and the ability to wear many hats.

You May Be a Good Fit:

- You thrive in creating a highly empathetic customer experience
- You've worked in a personalized customer support role before, are a pro with CRM software, and feel confident diagnosing customer issues and making customers happy
- Nothing falls through the cracks. You're organized and efficient, on top of every follow up
- You are comfortable talking about men's health (from erections to vasectomies, muscle building to prostatectomies)
- You have great perseverance and an iron-clad work ethic. You roll up your sleeves to do whatever needs to be done.

What You'll Do

- Be the front line of support of all customer inquiries, responding and resolving questions in a considerate and efficient manner (we currently support phone calls & Salesforce.com live agent).
- Assist members navigating the

KPI's:

- Call Volume or Talk Time
- Logging Time
- Break Time
- Live Agent Response Time