



**Position:** Spanish/English Bilingual Member Services

**Department:** Member Service Operations

**Reports to:** Operations Manager

**Type:** Full Time Hourly

**Pay Rate:** \$16/hour

**Shifts Being Hired For:** 1 for 8am-5pm, 1 for 10am-7pm, and 1 for 12pm-9pm

**Role & Responsibilities:**

Member Services is responsible for inbound and outbound calls to menMD members to assist them with starting new treatment plans and ongoing check-ins to ensure that they are getting the best results out of that treatment. The MSC position is core to the menMD belief that by offering our members knowledgeable and personable team members, we will both increase our customer order frequency and decrease customer churn.

**A menMD MSC:**

- Is well spoken and comfortable on the phone/written communication with members.
- Is knowledgeable and confident explaining and troubleshooting menMD treatments & services.
- Provides a meaningful and positive experience with every member interaction.
- Is coachable and eager to grow their member base.

**Must Have:**

Bilingual - *Spanish/English*

Please note that all bilingual (English/Spanish) MSC's do manage all calls requiring a Spanish-speaking MSC.

**KPI's:**

- Call Volume or Talk Time
- Logging Time
- Break Time
- Membership ACLV

**Notes:**

- Eligible for bonus as of the first day of the month after start date.
- WFH Flex (up to 3 WFH days/week after continued performance)
- Maximum of 1 Sat Shift (9am - 5:30pm)/ month.