



**AFFINITY DEVELOPMENT GROUP**  
**Job Description**

<b>JOB TITLE:</b>	<b>Member Advocate</b>
<b>DEPARTMENT:</b>	MAG
<b>SUPERVISOR:</b>	Supervisor, MAG - DeAnna Peterson
<b>FLSA STATUS:</b>	Non-Exempt (Hourly)
<b>MANAGES STAFF:</b>	No
<b>SCHEDULE:</b>	Monday – Friday, 9:00 am to 6:00 pm, Weekend schedule TBD
<b>PREPARED DATE:</b>	January 2012

**SUMMARY:**

The MAG's goal is provide excellent customer service to the members using our Auto Buying Programs and resolve any issues that may arise during the vehicle acquisition process. A successful Member Advocate actively resolves member issues within 7-9 day average. Member Advocate uses existing tools to interact with members, Costco Auto Program (CAP) dealers and private label clients to clarify the issue and offer alternatives for resolution. The Member Advocate keeps accurate and current records of status of each account (70-90%). A successful Member Advocate contacts members with issues within 24 hours of creation to identify themselves, ask clarifying questions, and establish an expectation of resolution time with the member (5-10%). Other Duties as assigned (10-20%). Member Advocate must know, or quickly learn, new car market and remain current by reading provided Auto Industry periodicals and websites (0-5%).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Member Advocate must have experience interacting with Sales Managers, General Managers and Principals of new car dealerships in a business setting. Member Advocate has demonstrated ability remaining calm while handling stressful phone calls. Member Advocate can analyze a situation, develop potential resolutions, communicate them clearly over the phone and encourage positive resolution. Strong outbound email skills desired.

- 70-90% Member Advocate resolves open issues averaging 7-9 days to complete Price verifications
- Counseling dealers on process and price
- Educating members on benefits of using CAP or private label
- Proactively call our new dealers, welcome, review process, benefits of participating on CAP and private label clients
- 5-10% Make intro call /contacting members within 24 hours
- 10-20% Other duties as assigned
- 0-5% Training Seminars or Education
- 100% Attendance- is a must

## **DEFINED SKILL SET:**

**Reading comprehension-** provide accurate responses regarding questions concerning written in the member's record. Reading comprehension is dependent on accurate reading ability, reasoning skills, attention and memory.

**Listening-** hearing attentively; shows by a range of verbal and non-verbal signals that the information being received is understood. Able to sense, interpret, evaluate, and respond.

**Reading the situation-** picking up when the situation has changed or nuances be able to and know when to change course of action.

**Writing-** Expresses ideas effectively and conveys information appropriately and accurately. The *who, what, where, when, why or how and* date. Documenting members and dealer's feedback in the member's record.

**Attention to Detail-** Accomplishes tasks through a concern for all areas involved, no matter how small.

**Problem solving-** aptitude to assess a situation and envision solutions which meets members unique needs.

**Typing skills-** can use a keyboard and type quickly and accurately.

**Email** – knows how to send an email; has Email etiquette.

**Phone skills** –polite, friendly, is ready to listen actively, keeps emotions in check, can handle complaint calls and is prepared to deal possible negative emotion in a positive fashion as possible.

## **KEY ATRIBUTES:**

- **Natural warmth and optimism-** glass is half full, positive attitude.
- **Rapport-** Building a network of relationships
- **Intelligence** - the ability to comprehend; to understand and profit from experience
- **Positive energy-** energized positive outlook, inspired and ability to inspire others.
- **Integrity-** do what they say, be their word
- **Emotional maturity-** Maintaining professionalism and poise.
- **Passion/Drive-** whatever it takes to get the job done, rebounds from adversity and has persistence.
- **Takes Action-** see effort to act as a worth while benefit.

- **Self awareness**-understands their strengths and weakness and can ask for help when they need it
- **Empathy**- Sensing what others are feeling and responding to their needs
- **Accepts direction**- open while and when receiving instruction. Will adhere to protocol and policy
- **Reading the situation**- picking up when the situation has changed or nuances to be able to and know when to change course of action.
- **Addresses conflict**- sees it as opportunity, constructive and useful
- **Control and close**- person leads rather than follows during phone calls
- **Time competency**- managing time efficiently
- **Tolerance for stress**- maintains performance under pressure and or opposition.