



MEMBER SERVICES ASSOCIATES

*Call Center
All Travel Center Locations*

AAA is known nationwide for excellent service to its members. To provide this service, we need dedicated *Member Services Associates* to take calls from members, dispatch service providers and assist non-members in becoming members. These positions involve continual work on the telephone and computer to help members with such things as dead batteries, locked keys in car, no gas, towing, renewing and upgrading memberships, ordering maps and tour books, member benefits and other related services.

For these positions, you will need the following qualifications:

1. Possess excellent telephone, customer service and interpersonal skills
2. Possess excellent communication skills and ability to work with people who are in stressful situations
3. Possess good judgment and quick decision-making skills
4. Be proficient in computer/keyboard skills and possess ability to learn and use software
5. Possess general working knowledge of geography and ability to read maps
6. Ability to learn and understand member benefits
7. Ability to work in fast-paced environment, quickly adapting to change
8. Available to work assigned hours and overtime when necessary
9. High school graduation or GED is required

Vacancies for these positions occur in the following locations:

*Halfmoon ~ Schenectady ~ Amsterdam ~ Saratoga ~
Queensbury ~ Plattsburgh*

*Part-time & Full-time
May include Evenings, Weekends and Holidays*