

Job Title: Member Services Representative

Classification: Exempt

Salary Level: \$65,000 - \$100,000

Reports To: Deputy Director and Executive Director

Supervises: No Supervisory Duties

Office Location: Works Remotely. The preferred duty station will be in central or west river South Dakota with an anticipated assigned area of central and western South Dakota.

Incumbent: Jerry Krambeck

Date: Last Update 3/2022

Position Purpose:

Assist with the Member services and marketing efforts of the SDPAA by conducting in-person visits, and attending in-person meetings and in-person events to disseminate marketing material for Member recruitment and retention. The Member Services Representative will travel extensively across South Dakota to conduct in-person Member visits each year. The Member Services Representative will work as part of a team with the Executive Director, Deputy Director, SDPAA team members, South Dakota Municipal League staff and the SDPAA Board of Directors.

Physical Requirements: This position will require the ability to sit or stand for extended periods. The ability to travel in an automobile for several hours at a time will also be required. Occasional overnight travel is required. The ability to occasionally lift up to 30 pounds may be required.

Essential Duties and Responsibilities:

- Assist with daily operation of Member services by providing outstanding customer service to Members and the SDPAA team by promptly, courteously and accurately responding to verbal and written communications concerning coverage, exposures, and related questions.
- Conduct in-person visits, attend in-person meetings and personally deliver presentations to Members and potential Members to promote SDPAA benefits using up to date, trending marketing materials.
- Assists with analyzing marketing needs of and opportunities for SDPAA programs and services and assists with development of plans to address those needs.
- Collaborate with other SDPAA team members in development of new marketing/communication strategies, initiatives, services and partnerships.
- Maintain a technical understanding and knowledge of the current issues facing local governments in South Dakota, as well as the insurance and risk management industries.
- Maintain current knowledge of trends in the member services field.

- Display a substantive understanding of key issues and operations related to the SDPAA overall and be able to speak fluently to its benefits.
- Assists with planning and marketing strategies to:
 - Increase participation and engagement in meetings, communications, and risk management efforts by the SDPAA.
 - Ensure Members are aware of programs and services that could benefit them, and inspire them to take advantage of available services offered through SDPAA.
- Assist in writing, research and production of news articles and other miscellaneous publications to distribute through publications, direct mailing, email, and the SDPAA website.
- Manage Member records by appropriate, accurate and timely entry of Member communications and data into the SDPAA electronic file system.
- Assist Members in the use of the SDPAA Pool Management Information System.
- Protect confidential information.
- Seek out and attend appropriate continuing education, programs, conferences, seminars or other relevant materials to keep abreast of developments and trends in the industry.
- Contribute to an atmosphere of customer service and teamwork.
- Function independently and as part of a team.
- Assist the Executive Director, Deputy Director, and underwriting team as assigned.

Skills/Experience/Education:

- Undergraduate degree in a related field of risk management/insurance, business, marketing, public administration, and/or related experience as deemed acceptable by the hiring authority;
- Knowledge and appreciation of local government operations and issues in South Dakota.
- Experience in insurance (property/casualty preferred), loss control, risk management, marketing or program management in related field.
- Knowledge of established underwriting principles and practices, related laws and regulations, and commercial insurance terminology is desired.
- Desired accreditations include Licensed Property/Casualty Insurance Agent, Associate in Risk Management (ARM).
- Proficient in the use of personal computers including Microsoft Office Suite software, database management and use of the Internet for business purposes.
- Valid driver's license.
- Ability to travel days/nights/weekends.

This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time.

Approved by the South Dakota Public Assurance Alliance Executive Committee on March 10, 2022 *Source: March 10, 2022 SDPAA Executive Committee meeting Minutes.*