



Promoting peace through travel since 1949
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United States Servas, Inc. is a non-profit cultural exchange organization. It is part of Servas International, established in 1949, to promote world peace and increase international goodwill and understanding. To achieve this goal, US Servas provides opportunities for travelers to have meaningful exchanges with hosts in homes in 120 countries.

Job Description

Position title: Member Services Representative

Duties:

- Coordinates member services support activities for organization
- Monitors member applications and renewals for Hosts & Travelers
- Responds to domestic and international inquiries primarily via phone and e-mail
- Processes new & renewing Traveler and Host memberships
- Processes foreign country host list requests from approved travelers
- Ensures that the most recent international host lists are available and provided to active Travelers
- Inputs data into host, traveler and contributor data bases
- Supports national and international programs
- Supports board committees as needed
- Provides general office support
- Projects of interest depending on operational needs and length of commitment

Requirements:

- Believe in Servas' purpose of peace through cultural understanding
- Excellent organizing skills and ability to be diligent and detail oriented
- Ability to learn and use our custom member database
- Ability to work well in a small non-profit office environment and a virtual office
- Excellent customer service skills
- Competent in a Microsoft Office computer environment, including Microsoft Word, Excel, and PowerPoint, on both mac and PC
- Be familiar with Google email program, calendar and document sharing

Desirable Experience:

- Event planning
- Social Media platforms esp. Facebook, Twitter & Instagram
- Bulk email program esp. MailChimp

- Scheduling program esp. Doodle
- Online and video conferencing
- Nonprofit organizations
- Volunteer Management
- Telephone tech support
- Communication and customer service experience

Schedule:

- 35 hours/week during office hours [9:00 a.m. - 4:00 p.m., Monday through Friday]

Starting rate of pay: \$13/hour