

JOB OPENING NOTICE

Position:

MEMBER SERVICES REPRESENTATIVE

**Member Services Dept. - Concord, CA
40 hours a week- Mon - Fri hours- 8-5 PM
Group 2=\$36.89 per hour**

Job Description:

The Member Services Representative is responsible for a wide range of administrative and customer service duties to support all OE3 departments and district offices. This role involves meticulous processing of membership data, financial transactions, and professional communication with members, staff, and external parties.

The ideal candidate is a highly motivated self-starter who is well-organized, accurate, and thrives in a fast-paced environment. We are seeking a professional capable of working independently with minimal supervision while managing multiple monthly reports and maintaining excellent service standards.

Key Responsibilities:

- Process and verify membership applications, ensuring 100% accuracy and completeness.
- Manage requests for withdrawal cards, clearance cards, refunds, dues rate changes, and good standing.
- Utilize computer reports and systems to ensure accurate transaction processing and data integrity.
- Initiate and prepare form letters and correspondence for members, districts, and other agencies.
- Record payments for member application fees and dues; audit annual, quarterly, and monthly dues payments alongside check-off applications.
- Manage dues payments via credit card, payroll deduction, bad checks (NSF), and credit card disputes.
- Coordinate with the Credit Union and Trust Fund for payments related to Vacation and Holiday funds.
- Make weekly deposits and sort daily incoming mail, maintaining organization and security.
- Communicate and coordinate with office personnel, members, check-off employers, and other stakeholders regarding Member Services operations.
- Provide telephone switchboard relief as needed, maintaining professional phone etiquette.
- Perform other duties as assigned by the Office Manager, demonstrating flexibility and a willingness to support the team.
- Maintain a high-volume filing system using strong alphabetical (Alpha) filing techniques and perform document scanning to ensure all member records are digitized and easily retrievable.

Required Skills and Qualifications:

- Proficiency in computer applications, including Outlook, Word, and Excel.
- Expert-level knowledge of alphabetical filing systems, strong keyboarding skills, and accurate typing ability.
- Experience handling cash drawers, accurately processing credit card payments, and managing financial transactions.
- A fast learner with the ability to quickly master new processes, proprietary systems, and departmental procedures.
- Ability to multitask effectively, prioritize tasks, and manage a workload involving numbers and data.
- Ability to work collaboratively and effectively as a team player within the department and organization.
- Exceptional attention to detail and data entry, and the ability to master new processes, systems, and procedures.
- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally over the phone.
- Proven ability to meet deadlines, take direction, and adhere to structured procedures consistently.
- Demonstrate a history of excellent work ethics, reliability, and consistent attendance.

Pursuant to the OPEIU Local 29 contract, we will first consider applications from current employees, then applications from OPEIU Local 29 referrals, then from other sources.

Excellent union benefits, including medical and pension,
EEO employer

Please submit your resume and cover letter to jobs@oe3.org by **5:00 p.m. on Tuesday, March 3, 2026.**