

Step Four



AN EXTRA PAIR OF HANDS THROUGH MEMBER SERVICES

WHAT IS MEMBER SERVICES?

A **Member Services** team or department can vary depending on the type of purchasing partner and how members are assisted by the company. In general, responsibilities of a member services team includes delivering customer service, listening to member(s) issues, and offering site level solutions.

How does a Member Services Specialist help me?

Members of the Buyers Access Smart Purchasing Program have an entire department of Member Services Specialists waiting to assist you. The Buyers Access Member Services team provides expertise in the areas of product searches, special requests, bulk purchases, training and support, bid solicitation, or an extra set of hands. Think of Member Services as your own purchasing department.

What separates our Member Services team from the rest?

Well, service comes first. The Member Services team ensures that our members are confident in our commitment to service and that their overall experience is a great one. We ensure our team will:

- Be responsive
- Follow through on commitments made
- Provide unique insight & knowledge
- Proactively address challenges
- Find creative solutions
- Educate and train member staff for success
- Take the extra step to keep members delighted

Providing customer service is simple. If you are looking to simplify your multifamily purchasing experience, look no further because we here for you!

“Take the extra step to keep members delighted.”

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