

## Job Description

**Job Title:** Member Specialist  
**Department:** Member Services  
**Reports To:** Clubhouse Director  
**Classification:** Non-exempt  
**JOB CATEGORY:** Regular Part-Time or Full-Time

### SUMMARY

The Member Services Specialist provides receptionist coverage and member support at the Clubhouse, including performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Additional duties may be assigned.

#### Member Services Specialist Responsibilities:

- Understand and implement MPHOA's Customer Service Standards, including welcoming members and guests entering and exiting the Clubhouse with a cheerful attitude, and providing a positive first impression experience for all users.
- Handle member requests, complaints, and inquiries; apply resourceful problem solving or refer to appropriate staff member.
- Communicate general information regarding Homeowners Association, Clubhouse activities, and Rules and Procedures.
- Understand and implement member services software to include: Check-in members/guest, enter agreements; take program payments via POS.
- Answer telephone promptly and direct phone call to appropriate staff members.
- Provides administrative support to co-workers.
- Aids with private and MPHOA functions held in the clubhouse lounge and conference rooms.
- Receives and processes data entry accurately and timely as assigned.
- Maintains organization and cleanliness of the Lobby, Breezeway, Trillium Room, and Break Room. Maintains coffee bar in the morning hours including keeping supplies organized and stocked.

**QUALIFICATIONS**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED). Experience in a Front Desk position at an Athletic Club or Homeowners Association a plus.

**LANGUAGE SKILLS**

Ability to write and verbalize simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**COMPUTER SKILLS**

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, download forms, and preserve/backup important data. Proficient with Microsoft Office and members services software. Comfortable learning new software and procedures.

**REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to problem solve with several concrete variables in standardized situations.

**OTHER QUALIFICATIONS**

Must be detail oriented and able to handle multiple tasks simultaneously.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak and listen. The employee is frequently required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_