



Member Services Specialist Job Description

Job Title: Member Services Specialist
Department: Member Services
Reports To: Clubhouse Director
Prepared by: Toni VonRuden
Prepared Date: August 2022
Approved Date: August 2022
Pay Rate: \$18.00 - \$20.00/hour
Classification: Non-Exempt
Job Category: Part-Time

FULL JOB DESCRIPTION

Welcome to Mt Park HOA! We are a large master planned community set in the hills of Lake Oswego. We are looking for enthusiastic, outgoing people who share in our goals to ensure members receive high quality customer service in a friendly environment. Our members enjoy a beautifully maintained Clubhouse that includes indoor pools and cardio weight rooms, 8 miles of paved trails, and tennis courts. If you like working in an environment where the focus is on active lifestyles and fun, this is your chance to join the Mt Park Member Services team!

WHAT THIS ROLE WILL DO:

- Effectively communicate Clubhouse and other HOA information to members
- Provide accurate data entry for new memberships
- Review, make edits and update reservation schedules
- Take payments for services
- Actively monitor cameras for safety
- Ensure the lobby and other areas are organized
- Assist in maintaining the coffee bar area

WHAT THIS POSITION WILL BRING:

- Intelligence, character, coachability/willingness to learn
- Strong communication skills for a diverse community
- Ease in navigating around computer systems
- Patience and a sense of humor
- Effectively deal with potential conflicts

REQUIREMENTS:

- Basic computer skills (Email, Microsoft Word, Excel)
- Actively communicate HOA and Clubhouse information
- Able to learn new software skills
- Reliable transportation
- CPR/1st Aid (company will provide)

THE POSITION OFFERS:

- A positive, casual environment
- Career training and development
- Competitive compensation
- Free Clubhouse membership

SCHEDULE

- Saturday: 8:00am-4:00pm
- Sunday: 10:00am-4:00pm

HIRING PRACTICES

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.