



MEMBER SERVICES SPECIALIST (SUB)

Join Our Team!

Are you someone who enjoys helping others and thrives in a friendly, fast-paced environment? If so, we want you to join our team as a **Substitute Member Services Specialist!** This on-call position is essential to ensuring a smooth and welcoming experience for members and guests at the Mountain Park Clubhouse. You'll provide coverage during staff absences and help keep Clubhouse operations running efficiently while delivering exceptional service to our community.

About Us

The Mountain Park Clubhouse is the heart of a vibrant, master-planned community located in the hills of Lake Oswego. Our Clubhouse offers indoor pools, fitness facilities, tennis courts, and over 8 miles of scenic trails. As a Front Desk Attendant, you'll be the first point of contact for members and visitors—helping with check-ins, answering questions, assisting with reservations, and ensuring the front desk area is organized and inviting.

What We're Looking For

We are seeking friendly, reliable, and professional individuals who enjoy working in a community-focused environment. If you're skilled in communication, customer service, and organization—and can handle a variety of tasks with a smile—this position is perfect for you!

What You'll Get

- Competitive compensation
- Flexible, substitute scheduling during Clubhouse hours (morning, evening, and weekend shifts as needed)
- Free Clubhouse membership
- A supportive and casual work environment
- Opportunities for professional growth and skill development

What You'll Do

- Greet members and guests warmly and assist with check-in procedures
- Answer questions about Clubhouse services, classes, and reservations
- Maintain accurate records for new memberships and account updates
- Process payments and issue receipts for services
- Monitor security cameras to ensure member safety
- Maintain a clean and organized front desk and lobby area
- Assist with coffee bar upkeep and general hospitality
- Provide support for member reservations and scheduling tasks

What You'll Bring

- Strong communication skills and a friendly, professional demeanor
- Ability to multitask in a busy front desk environment
- Comfort navigating computer systems and learning new software
- A positive attitude, patience, and a sense of humor
- Willingness to be coached and take initiative
- CPR/First Aid certification is a plus (training provided if needed)

Physical Demands

- Ability to lift and move up to 10 pounds regularly, and up to 25 pounds occasionally
- Frequently required to stand, walk, and sit for extended periods
- Vision requirements include close vision, distance vision, depth perception, and the ability to adjust focus
- Must be able to manage light cleaning and visual monitoring tasks in a moderately busy setting

Work Environment

- Indoor, front desk and lobby environment with steady guest traffic
- Interaction with members of all ages in a social, active setting
- Exposure to varied noise levels depending on time of day and activity

If you enjoy working in a community-focused setting and love helping people have a great experience, we'd love to hear from you! Apply today to become a key part of the team that helps keep the Mountain Park Clubhouse running smoothly—even when others need a break!