



## Tahoe Donner Association Job Description

**Job Title:** Customer / Member Services Associate  
**Department:** Member Services  
**Reports To:** Member Services Office Manager  
**Class Code:** 8810  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 17  
**Pay Range:** Starting at \$14.14; DOE  
**Prepared Date:** 3/15/07, revised 4/15/11, 10/5/15; 1/2018

### SUMMARY

The Tahoe Donner Member Services department is looking for a member services associate to join our team. This role reports to the Member Services Office Manager and will play a key role in providing exceptional customer service to Tahoe Donner Association Members and public. Some of the tasks this role will perform range from simple clerical work, leading registration for programs, providing excellent customer service to members and guests and management of Tahoe Donner memberships. This position requires initiative and considerable knowledge of Association routine and customer service fundamentals. Under general direction, this role will perform routine and varied assignments, follow established procedures and require judgment and decision making.

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

- Provide excellent customer service to customers/members, business partners and all Tahoe Donner employees.
- Understand and effectively disseminate Tahoe Donner's policies, procedures, and regulations to owners and guests.
- Stay up to date and current with all Tahoe Donner activities to properly inform members and guests of important events, schedules, dates and other information.
- Collect fees, deposits, and cash sales. Maintain and tabulate daily cash received and remit to accounting in accordance with Association procedures.
- Work within RTP software system to Classify, issue, update, and revoke employee, property owner and guest passes in accordance with approved policy. This includes all Tahoe Donner amenity season passes.
- Collaborate property ownership records with Accounting, ASO, and other Member Services Office personnel.
- Answer Association's main telephone lines, live chat, and emails and provide information and/ or direct caller to appropriate department.
- Sell retail clothing and Tahoe Donner items from office using point of sales system.
- Register customers for group ski lessons, ski programs at Downhill Ski Resort and Cross-Country Center, and activities offered at Tahoe Donner.
- Assist co-workers and fellow employees in understanding policies/procedures and provide assistance in resolving homeowner/staff concerns.
- Process deeds and update membership information for Tahoe Donner.
- Requires close attention to detail in all aspects of the job and possess a friendly attitude and be proactive in problem solving.

### QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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. Knowledge and proficiency in RTP is recommended.

### EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Requires knowledge of business letter writing and business forms; office procedures, business English including vocabulary; correct grammatical usage and punctuation; filing systems; and common office machines and their operation.

Requires experience with Microsoft computer programs.

### LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**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 communicate. The employee frequently is required to remain stationary; move; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; position oneself close to the ground. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and 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.