



Job Title: Member Services Technician
Job Code: 563
Department: Member Services
Reports To: Member Services Office Manager
Class Code: 8810
FLSA Status: Non-exempt
Salary Level: Hourly 19
Prepared Date: 4/2021

SUMMARY

The Member Services Technician, reports to the Customer and Member Services Manager. This person will perform all customer service-related initiatives ranging from responding to daily front line customer service requests via phone, email, chat and walk-ins to supporting reservations and the online store and clerical work including preparing analytical reports. This position requires the ability to provide excellent customer service to members and guests as well as a deep understanding of HOA/resort operations. This role will join a hard-working and fun team and will be expected to be a team player.

The ideal candidate is a creative problem solver, tech savvy, has a can-do attitude and is passionate about working in one of the most recreation-oriented mountain communities in the country. They are passionate about helping people and eager to help the entire Tahoe Donner team to elevate our guest services experience throughout the organization.

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

- Provide excellent customer service to all members, customers, business partners and guests.
- Work within Customer Support Software to field inquiries that come in via phone, chat, email. Help contribute to scale certain aspects of the software to help with automated processes.
- Develop an intimate knowledge of various software including customer service software (Zendesk) and Point of Sale (RPT).
- Support members and guests in online sales and reservation support as needed. Assist in troubleshooting eStore issues and reporting any technical issues to Information Technology, Marketing and impacted amenity operations.
- Understand and effectively communicate Tahoe Donner's events, programs, policies, procedures, and regulations to owners and guests.
- Inform property owners and guests regarding schedule, cost, and any other pertinent information relating to Tahoe Donner amenities, special events, and cultural programs and cooperate with community organizations to promote community wide events and services.
- Collect fees, deposits, and cash sales. Maintain and tabulate daily cash received and remit to accounting in accordance with Association procedures.
- Classify, issue, and update property owner and guest passes in accordance with approved policy. Data Entry on Tahoe Donner's RTP system. Update property records.
- Collaborate with Accounting, ASO, and other Member Services Office personnel on property ownership records.
- Sell retail clothing and Tahoe Donner items from office using point of sales system.
- Possess strong communication and conflict resolution skills with all customers.

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.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED).
- 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.
- Proficient with Microsoft Office and Windows proficiency as well as basic computer skills with the ability to multitask.
- Must have at least 1 year working in a customer service experience in a customer service environment.
- Knowledge and experience in a database, RPT or Zendesk desired, not required.

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.

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. Spanish speaking skills are desired, not required.

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 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.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.