



Member Services Associate

The Mountaineers

Currently reviewing candidates on a rolling basis, for an expected start date of August-October 2022. Will consider an earlier start date for the right candidate. If this is still listed, we are still accepting applications.

Who We Are:

The Mountaineers was founded by 151 members in 1906 to create a community of people passionate about exploring the outdoors. Today, we have 15,000 members and 7 branches throughout Washington state, and thanks to the work of generations of volunteers we continue to enjoy an outstanding reputation in the field of outdoor education and recreation. Our dedicated staff and volunteers get people outside to experience the power of the outdoors and we advocate for access and protection of recreational lands so that future generations can enjoy these places too. Our program centers have staff of 40 employees, and Mountaineers Books, our non-profit publishing division, has 25 employees helping achieve our mission *to enrich lives by helping people explore, conserve, learn about, and enjoy the lands and waters of the Pacific Northwest and beyond*. Please visit mountaineers.org to learn more.

Cultivating an inclusive staff is central to The Mountaineers focus on advancing equity. Our core values are Adventure, Advocacy, Community, Education, and Volunteerism, and we believe a diverse and inclusive environment inspires unity, respect, and passion for our work and one another. We're interested in hearing from people who can work with colleagues of varied experience and background. The Mountaineers is an equal-opportunity employer, and candidates from all backgrounds are considered, and as an organization that values equity and inclusion, we highly encourage people of color, women, LGBTQ individuals, and veterans to apply.

We're looking for a Full-Time Member Services Representative

The Member Services Representative is responsible for providing excellent customer service to Mountaineers volunteers, members, and guests by assisting with website navigation, membership questions, and program-related inquiries via phone and through our online response system. You'll also process bookstore sales, assist with membership data updates, and complete other projects as assigned in a member-centric, dynamic work environment.

Qualified candidates must have excellent phone and customer service skills, strong interpersonal skills, and relish in providing excellent customer service. This is an administrative position that requires excellent verbal and written communications skills, strong attention to detail, and a commitment to delighting our community members. Experience working with Salesforce, Plone, and other databases is a plus. Knowledge of The Mountaineers and familiarity with Washington State trails and land managers is ideal as many questions relate to the specific location of an activity.

Here's how you can help us achieve our mission:

Provide outstanding member, volunteer, and guest support

- Answer phone calls and respond to or route calls accordingly.
- Provide members and guests with current information in person, by phone, or by email.
- Assist members and guests in using The Mountaineers website, registering for courses, and redeeming membership benefits, among many other things.

Complete administrative tasks

- Process credit card and check payments for dues, course registration, and other purchases.
- Update data in Salesforce membership database, including, but not limited to, member history, course graduation, and address changes.
- Process new member packets, gift membership mailings, and holiday membership drive materials.
- Support Salesforce projects, including data management and cleanup, pulling volunteer reports, and syncing data to our website
- Act as primary tester for new website development for courses, trips and programs. Support member services in testing for other website development.

Support Sales and Outreach Efforts

- Sell Mountaineers books and other items in the bookstore.
- Assist with membership outreach and promotional events, such as the Banff Mountain Film Festival and the BeWild Film & Speaker Series.
- Work with volunteers, vendors, customers, and employees to meet all the above requirements.
- Perform other related duties as assigned, in support of the goals of the organization.

Why you'll love working here:

- We support a community of volunteers connecting people to the outdoors and each other. Our members have the opportunity to connect with transformative outdoor experiences, and that magic translates to our work culture. Every day is different and offers opportunities to connect in a new way.
- You'll join a tenured team invested in your growth and success. You'll be supported through the initial onboarding and with ongoing on-the-job learning, and will have the opportunity to identify and spend time working on projects that are of the most interest to you.
- We hire smart, collaborative people who love the outdoors. Your colleagues will be people you love working with to creatively solve problems, and who you'll want to adventure with on the weekends.

Preferred Skills:

- Our mission is built on relationships, so you'll need the ability to communicate effectively at all levels, and to build and maintain strong internal and external relationships.
- Excellent phone, typing, data-entry, and basic clerical skills.
- Demonstrated ability to work independently, with good attention to detail and reasonable efficiency. We like it when people take initiative to complete projects and update things in need of fixing.
- Great collaboration skills, with a willingness and desire to work as part of a team. With your teammates, you'll brainstorm best solutions and communicate openly about shifting priorities

and tasks. We're here to help each other, and we do our best work when everyone feels empowered and supported.

- Able to work with people with varying skills and expertise. You're curious about understanding the needs of others, and cater your response to find a solution that works for them.
- Passion for the mission of The Mountaineers, and ability to exemplify the organization's core values throughout all forms of communications.
- Experience working with volunteers and understanding of nonprofit organizations is helpful.
- Experience with Salesforce databases, Plone website navigation, and multi-line phone system will make it easier for you to get started.

Requirements:

- High school diploma or equivalent.
- Experience in customer service, with experience using point of sale and/or customer relationship management software preferred.
- Interest in the outdoors or in learning more and gaining outdoor skills.
- Ability to pass a background check.

Salary & Benefits

This position is for a full-time, exempt employee. Pay \$18-20/hour. Benefits include medical, dental, vision, life, and long-term disability insurance, and paid sick, vacation, and holiday time. 401(k) retirement plan available after three months.

Additional benefits include:

- Free Mountaineers membership
- Opportunities to advance your outdoor skills with \$1,000 toward Mountaineers courses each year
- Two free tickets to many Mountaineers events
- Access to outdoor industry prodeals
- Discounted stays at our three ski-in, ski-out mountain lodges
- Four on-site climbing and bouldering walls
- Bring your dog to work days
- Free parking for your bike or car, and an office located right on a bus line, with alternative transportation reimbursement
- In-office shower for midday run, climbing session, or morning commute

Apply

To apply, please complete our online application, which includes basic contact information and suitability requirements, and asks you to submit a cover letter (1 page max) and resume (2 page max). Submit online at <https://survey.alchemer.com/s3/6740577/The-Mountaineers-Member-Services-Associate-2022>