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## Member Services

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**Title:** Member Services Associate  
**Department:** Member Services  
**Supervisor:** Member Services Supervisor  
**Position Type:** Non-Exempt / Hourly  
**Page:** \$17.00 per hour

### **Overview:**

The Member Services Associate is responsible for various aspects of the Member Services Department. This position collaborates with the Member Services Supervisor to ensure that all members, guests, and contractors are monitored when entering and exiting Glacier property. The Member Service Associate will work with all departments and provide excellent customer service while also engaging with members, guests, and staff to create an exceptional Glacier experience.

### **Essential Duties:**

- Oversee tracking of vehicles upon entering and exiting of the property.
- Directing shipping and receiving as needed.
- Greet and direct all members, guests, and staff.
- Provide security throughout the grounds.
- Other duties as assigned.

### **Physical requirement (also an essential function):**

- Must be able to perform tasks that require but are not limited to stooping, bending, squatting, kneeling, climbing stairs, walking indoors, walking outdoors, lifting up to 50 lbs., carrying up to 50 lbs., reaching above the shoulder, reaching at shoulder level, and reaching below the shoulder.
- May be required to operate a passenger vehicle; therefore, must be legally licensed to operate a private passenger vehicle and have no DWI/DUI citations with the last 5 years.

### **Qualifications:**

- High school diploma or equivalent is required.
- Minimum of one (1) year of member services or relevant job experience.
- Ability to work a flexible schedule and may have to cover various shifts (morning, day, night, and/or overnight).
- Must possess strong communication skills both verbal and written.
- Has a service first mentality towards both internal and external customers.
- Possess a can-do attitude along with the ability to strategically problem solve while not compromising integrity, honesty and teamwork.
- Ability to work independently and with a minimal level of supervision or in a team environment.



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- Ability to work in an environment that has constantly changing priorities.
- Experience with computers as well as knowledge of Microsoft Office platforms is preferred.

**Equipment Used:**

- Various computers, printers, software, and office equipment.