



Member Support Specialist

Overview

Lake Limerick Country Club (LLCC), a private community in Mason County, Washington, seeks a highly skilled and technically proficient Member Support Specialist to provide superior support to our members and guests. In this role, you will manage member inquiries, monitor account balances, and contribute to daily operations, ensuring seamless administrative support. This position reports directly to the General Manager.

Key Responsibilities

1. Customer Service:

- Serve as the primary point of contact for all member and guest inquiries
- Engage with community members in a professional, courteous manner, fostering a welcoming environment
- Resolve inquiries efficiently, delivering exceptional service and ensuring high levels of member satisfaction
- Build positive relationships with staff and community members through clear, respectful communication

2. Accounting & Financial Support:

- Perform accurate data entry and maintain up-to-date financial records
- Assist with financial management tasks using the management software system and other relevant tools
- Support the finance team by completing various accounting-related duties, such as reconciling accounts and processing transactions
- Monitor member account balances, ensuring accuracy in fees, charges, and data within the management software system

3. Administrative & Technical Support:

- Manage and organize office files, documents, and records for efficient retrieval and accuracy
- Coordinate meetings, appointments, and events, ensuring all logistical aspects are well-executed
- Perform general office tasks, such as answering phones, managing mail, and ordering supplies
- Apply technical proficiency to learn, troubleshoot, and assist with the use of office management software and tools
- Handle ad-hoc assignments to support the operations team and General Manager as needed

Qualifications:

- High School Diploma or GED equivalent; additional education or certifications are a plus
- Proficiency in office software, including Microsoft Office Suite (Excel, Word, Outlook), and a willingness to learn new technologies or software platforms
- Strong customer service orientation with excellent communication skills (both written and verbal)
- Demonstrated ability to manage sensitive and confidential information with discretion and integrity
- Effective multitasking skills, able to manage priorities and meet deadlines in a dynamic, fast-paced environment
- High attention to detail, coupled with strong problem-solving abilities and the capacity to work independently
- Self-motivated, reliable team player with excellent organizational skills and a proactive approach to improving processes
- Ability to anticipate member needs and proactively suggest improvements or solutions to enhance service quality

Compensation:

We are committed to offering competitive compensation for all our Lake Limerick Country Club positions. The hiring range for this position is generally between \$20 - \$23 per hour, exclusive of fringe benefits. Final salaries will be determined based on skills, education, licenses, certifications, and/or experience. All candidates must be able to pass a background check before starting employment.