

Position Description

MEMBER SERVICES SPECIALIST

Job Title: Member Services Specialist **Date:** January 2026

Department: Administration **FLSA Status: Exempt / Non-Exempt:** Non-Exempt

Reports To: Director of Support Services, Jim Hill **BSA Job Code:** 7626

Position Summary:

The Member Services Specialist ensures that member inquiries, requests, and interactions are handled efficiently and correctly.

Compensation:

Starting wage \$20.00 per hour plus vacation days and benefit options available through BSA National such as Medical, Dental, Vision, Life Insurance, 403B with match.

Essential Functions:

	% of Job	Frequency
Receive, evaluate, and respond to customer questions, complaints, and special requests via phone, voicemail, email, and internal chat. Manage room and equipment reservations, including check-in and check-out of loaner equipment. Receive and process incoming deliveries. Accept payments, issue receipts, and open and close the daily cash till. Support front-end staff by covering breaks and absences, and perform additional duties as needed.	90	Daily
Perform other related duties as necessary or assigned.	10	Periodic
Total	100	

Other Job Functions:

Assist other employees with projects as needed.

Job Requirements:

Education – High school degree

Experience – No experience needed, although previous reception/customer service experience would benefit the candidate. Scouting background is very helpful but not required.

Skills - Strong organizational and analytical skills

Personal Relation Skills - Must be able to positively interact with people daily; must be able to accept constructive criticism and adjust; must be able to work together with others

Miscellaneous - Must be able to get to work daily and on time. A background check will be required, and routine performance evaluations are performed.

Supervisory Responsibilities:

N/A

Volunteer Counterpart(s):

N/A

Work Location:

This is an in-office position at 9700 SW Nimbus Avenue, Beaverton, OR 97008.

Hours:

Monday to Friday, 8:30am to 5:00pm with rest and lunch breaks

Equipment to be Used:

Computers, scanners, copy machines, printers, calculators, telephone, cell phone and other office equipment.

Typical Physical /Mental Demands:

Must be able to lift 50 pounds, sit 7 hours per day. Visual acuity to read information from computer screens, forms, and other printed materials and information. Hearing acuity for verbal communication, conversations, face-to-face interactions, and/or responses via telephone and telephone systems. Speaking ability for general communication and ability to clearly enunciate in conversations with others. Must be able to do simple math calculations. Must be able to analyze complex information. Reaching, pushing, pulling, fingering, grasping, feeling, talking, hearing, light work, reading, detail work, confidentiality, problem-solving, stress, training, math, reasoning, verbal communication, written communication, customer contact, multiple recurrent tasks, and frequent interruptions.

Working Conditions:

Work is indoors in a typical office setting. Work involves exposure to noise from normal office machinery and exposure to computer screens. Worker is not otherwise exposed to adverse environmental conditions.

Attire is business casual.

Additional Notes:

N/A

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT OR A COMPLETE LISTING OF POTENTIAL DUTIES