

Position Description MEMBER SERVICES / DATA SPECIALIST

Job Title: Member Services / Data Specialist, Part-Time **Date:** April 2024
Department: Administration **FLSA Status: Exempt / Non-Exempt:** Non-Exempt
Reports To: Member Services Lead / Director of Support Services **BSA Job Code:** 7626

Position Summary:

The Member Services / Data Specialist ensures that member inquiries, requests, and interactions are handled efficiently and correctly, and provides data entry as needed for fundraising campaigns and other projects. This is a part-time role of 25 hours per week, up to 30 hours per week as needed and pre-arranged.

Essential Functions:

	% of Job	Frequency
Receive, evaluate, and answer customer inquiries. Answer customers' questions on a wide range of topics, cooperating with other staff members to ensure answers and assistance are handled efficiently and effectively. Greet and direct visitors in the lobby. Handle customer complaints, returns, and special requests in-person and via phone, paper, email, and the Internet. Process orders and resolve issues.	50-70	Daily
Enter donations and pledges into CRM databases, cooperating with development and accounting teams to ensure complete and accurate recording of gifts and pledges received. The need for this function fluctuates through the year, being most needed December through April and less prominent as the annual giving campaign progresses.	20-40	Periodic
Perform other related duties as necessary or assigned.	10	Periodic
Total	100	

Other Job Functions:

Occasional other duties to assist other team members, such as handling incoming or outgoing mail, opening/closing the office, or other work as needed by the organization.

Job Requirements:

- Education* – High school degree
- Experience* – No experience needed. A Scouting background is very helpful.
- Skills* - Strong organizational and analytical skills.
- Personal Relation Skills* - Must be able to positively interact with people daily; must be able to take constructive criticism, must be able to work with other team members cooperatively and positively.
- Miscellaneous* - Must be able to get to work on time as scheduled. A background check will be required, and routine performance evaluations will be performed.

Supervisory Responsibilities:

N/A

Volunteer Counterpart(s):

N/A

Work Location:

This is an in-office position, currently at 2145 SW Naito Parkway, Portland, OR 97201. This location is likely to change by the end of 2024 or early 2025 to a yet-to-be determined location in the Portland Metro area.

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. The worker is not otherwise exposed to adverse environmental conditions.

Compensation:

Starting wage for this role is \$20/hr. Wages are reviewed and adjusted annually in February, based on performance.

Additional Notes:

N/A

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT