



## **Membership Specialist – Club Concierge Lakewood Ranch**

### **About Us:**

The Pickleball Club, headquartered in Sarasota, FL is a developer of premier membership based one of a kind indoor pickleball clubs in the state of Florida. The Company is well underway with its plans to develop 15 facilities across the state of Florida with its strategy to take advantage of the significant unmet demand for quality indoor sports facilities across Florida. Our first state-of-the-art facility is now open and operating in Lakewood Ranch and we are seeking a Membership Specialist-Club Concierge.

TPC is a new exclusive private club experience for pickleball enthusiasts of all levels. TPC prides itself on providing world-class facilities and service to our members and their guests. TPC is a full-service club with 12 indoor pickleball courts, 2 outdoor covered courts, and 2 bocce courts. We offer a suite of member benefits including member concierge services, engaging member events and in-house instructional professionals. Pickleball is the fastest growing sport in the United States and TPC is the leader in the market.

### **Position Summary**

The Membership Specialist will warmly greet members and their guests, answer their questions, promote club membership and programming and correctly direct incoming phone calls. TPC is looking for a dynamic service driven individual to join our concierge team. We are looking for an energetic, organized, and self-motivated team player with the ability to provide exceptional hospitality service for our members and their guests. We are looking for a service professional with the ability to proactively anticipate the needs of our members and provide each member with personalized service based upon their needs. The Membership Specialist will be responsible for ensuring the highest level of member and guest satisfaction by offering prompt, professional, courteous, and dedicated service. This individual is responsible for and dedicated to providing recognition, satisfaction, and value to the members and their guests while continuously improving efficiency, accuracy, productivity, and standards of service.

### **Job Type**

Part Time

Full Time

Morning, Afternoons, Evenings and Weekends

### **Primary Responsibilities:**

- Greet members and their guests in a friendly and professional manner, answer member questions and direct incoming phone calls to the correct department.
- Accurately check members in and provide members with necessary information pertinent to their visit.



- Oversee Court Reservations using our automated booking systems.
- Maintain a strong knowledge of TPC's Calendar and communicate/promote upcoming event details accurately to members.
- Promote club membership to prospects and promote programming to existing members.
- Resolve member concerns efficiently or escalate to a manager when needed.
- Serve as a first and last point of contact for all members and ensure all members and their guests are warmly acknowledged upon arrival and leaving TPC.
- Process POS transactions.
- Serves as a liaison between members and other club departments.
- Maintain a consistent presence at workstation.
- Maintain a clean and organized work environment.

### **Qualifications, Education and Experience:**

- Minimum of High School Diploma or GED Equivalent
- Excellent technology proficiency and skills, able to provide assistance to members.
- A minimum of 2 years' experience in a customer facing hospitality environment such as luxury hotels, resorts, private club, or related field is required.
- Proficient or ability to learn computer reservations software and POS systems.
- Ability to make quick decisions to best serve our members and their guests
- Excellent conflict resolution skills
- Employees are required to be CPR/AED Certified (having completed in person training) or must complete in person training and obtain certification at their own cost within 30 days of employment.
- Professional demeanor with the ability to use independent judgement to quickly handle any customer service matters.
- Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, and draw valid conclusions and initiate appropriate course of action.
- Must be able to work at a fast pace, perform duties while under pressure and meet deadlines in a timely manner, to interact/communicate with other site employees, members, and guests in a professional and pleasant manner.
- Friendly, energetic and outgoing personality
- Reliable, service driven, motivated team player.
- Excellent attention to detail
- Adaptive and flexible mentality
- Ability to work well under pressure and multi-task.
- Ability to accept constructive criticisms in a professional, expedient, and positive manner.
- Professional appearance always
- Ability to pass a background check and a drug test.

**Reporting:** The Membership Specialist (Concierge) will report to the Membership Manager.

### **Physical Requirements:**



- The ability to lift 25 pounds regularly, squat and bend over regularly. carry out repetitive motions regularly, lift and carry awkward items, stand for length of shift.
- Must have a valid form of ID
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment
- We are a Drug Free Workplace. Passing a drug test is a condition of employment.

Due to the cyclical nature of the industry, team members may be required to work varying schedules to reflect the needs of the property. In addition, attendance at all scheduled skill development sessions and departmental meetings is required.

The functions have been provided as examples of the types of work performed by employees assigned to this job classification. Management reserves the right to add, modify, change, or rescind the work of different assignment positions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**EEO Statement:**

The Pickleball Club is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to age, race, color, ancestry, national origin, citizenship status, military or veteran status, religion, creed, disability, sex, sexual orientation, marital status, medical condition as defined by applicable law, genetic information, gender, gender identity, gender expression, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state, or local laws and ordinances.

To apply please visit:

<https://recruiting.paylocity.com/recruiting/jobs/All/bb57691a-aef8-4b03-823a-80974db94845/TPC-Lakewood-Ranch-LLC>