

Member Services Assistant

Reports to: Member Services Manager

Supervises: No supervisory duties are included in this position.

Classification: Administrative

Education and/or Experience

- High School diploma or GED or higher.
- A minimum of two years in a resort, club, or hospitality industry setting.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Job Knowledge, Core Competencies and Expectations

- Excellent customer service skills and an open, courteous, and friendly personality are required with a first mindset.
- Excellent oral and written communication skills.
- Must have working knowledge of using and programming multi-line telephone equipment and reservation systems.
- Must be able to type efficiently using word processing, spreadsheet, and e-mail programs.
- Must be able to efficiently manage multiple tasks concurrently while meeting deadlines, prioritizing tasks, and providing excellent member service.
- Knowledge and ability to perform the required role during emergency situations.

Job Summary (Essential Functions)

Answer incoming calls effectively; record and manage reservations; forward phone calls to other club extensions or voice mail boxes or take messages from callers. Greet members and guests who are visiting the club. Provides support for special projects.

Job Tasks/Duties

- Answers the telephone; transfers calls to proper extensions; takes messages for members and staff.
- Greetings members and guests by name whenever possible
- Knowledgeable of all club and private event times and locations
- Club Reservations:
 - record and communicate daily reservations for club dining and club events.
 - check Email and JONAS systems.
 - maintain member and guest records (including visits by guests and member charges).
- Enforce Club Guest rules and attire guidelines.
- Fulfills members' requests; for example, places phone calls and holds letters or packages.
- Performs general office work utilizing Microsoft Office Suite of programs, JONAS, Canva and other programs as directed.
- Works on special projects assigned by the Catering Director or other Executive Directors
- Manages Logo Shop inventory: ensures stock is adequate and organized, performs monthly count and reconciliation.
- Manages Club Locker key system, knowledgeable of locker holders.
- Familiar with Cabanas and Cabana holders
- Reports on maintenance requests for appropriate staff members
- Reports on complaints to the Membership Director, General Manager and Assistant General Manager as appropriate
- Reports presence of unauthorized visitors in or around club facilities.
- Performs other duties required by the manager on duty

To apply for the position, please visit our website: www.thebeachclub.net.

Contact: Mireille Miller, Human Resources Director at mireille@thebeachclub.net

