

**Position:** Club Reception & Administrative Assistant

**Department:** General & Administration

**Reports To:** Assistant General Manager

**Supervises:** Concierge Team

**Essential Functions:**

- The Club Reception & Administrative Assistant must possess a professional disposition
- Complete all jobs tasks outlined in Concierge Handbook
- Operate front desk switchboard
- Greet and welcome all members, guests, and employees in a professional and friendly manner
- Assist in open communication
- Knowledgeable of all club events, activities, and schedules
- Assist members, guests and fellow employees with questions when requested
- Train, schedule and supervise Concierge team
- Must be able to work some evenings, weekends and/or holidays

**Work Performed:**

- Manage the daily function of the Concierge Desk:
  - Greet and welcome all members, guests, and employees
  - Acts as a general resource guide to all members and guests (providing directions etc.).
  - Maintain appearance of reception area
  - Oversee all lost and found items using logbook
  - Sort and distribute incoming mail
  - Directs deliveries from packaging companies
  - Organizes and distributes weekly Concierge schedules
  - Conduct training for night and weekend Concierge
  - Assist with any clerical tasks as needed
  - Maintain full supply of bottled water
  - Provide schedule and other club information to members and guests
  - Knowledgeable of all club events, activities and schedules and ensures the Concierge team is well informed of all the above
- Operates front desk switchboard:
  - Answer and route call efficiently, promptly, and courteously
  - Screen all calls and introduce the call to the recipient prior to transferring
  - Take telephone messages when necessary and deliver as soon as possible
  - Ensure that phones are never left unattended
  - Assist all departments with phone problems and places service calls as needed
- Automobile registrations:
  - Assist members and employees in filling out automobile registration forms and forwarding them to the appropriate departments for completion.
  - Contact member if scan pass is issued
- Accepts and records reservations:
  - Take reservations for the Club dining rooms and events
  - Record all reservation changes and notify the room captain as soon as possible
- Assists open communication:
  - Send daily “at a glance” announcements, including reservations, tee sheet, and more.
  - Assist all departments with open communications through radios
  - Assist all departments with maintaining contact with the manager on duty
- Assists Banquet & Dining Room Departments:
  - See above for reservations
  - Print food labels for buffets and beverage stations
- Perform all work-related duties assigned by supervisor or General Manager.

**Interactions:**

Frequent Interaction: with members, guests, and staff

**Working Conditions:**

Office Setting

**Special Requirements:**

- Must possess an outgoing personality
- Must possess honesty and integrity
- Must be always courteous and tactful
- Must treat others with kindness and respect
- Ability to effectively communicate in a professional manner to members and staff.
- Ability to appear for work on time
- Ability to interact well with co workers
- Ability to understand and follow posted rules and procedures
- Ability to follow directions from a supervisor
- Pleasant phone voice
- Ability to manage several things at the same time
- Good organizational skills
- Must be able to manage cash
- Reliable and resolute

**Physical Functions:**

The physical demands and work environment characteristics described here are representative of those that will be required by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand, walk, climb stairs, balance stoop, kneel, crouch, crawl and/or sit up to eight hours per day.
- Use hands to finger, handle, or feel objects, tools and/or controls.
- Reach with hands and arms.
- Hearing and talking sufficiently to communicate with members, guests, and staff.
- Specific vision abilities include close vision, vision sufficient to read, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to push, pull or lift weights up to 30 lbs.
- Independent mobility through clubhouse.