

Member and Guest Service Coordinator

This is a part-time position designed to cater to the needs and concerns of members and guests of the Whitewater Country Club. While this location does include a bar, applicants should retain the knowledge that it is primarily in support of a golf community and active golfers. Applicants with prior golf experience or knowledge will thrive in this position and will be given preference. Applicants must possess the ability to listen carefully and empathetically and provide exceptional attention to detail. Applicants should expect to work 25-30 hours each week handling a wide variety of tasks and should be prepared to adapt to changing times of year and associated expectations.

Responsibilities of this position are to:

- Respond to client email in a timely fashion (24 hours or less)
- Answer phone and return missed phone calls promptly (24 hours or less)
- Listen to and address guests' concerns in a timely manner
- Act as a constant representative of the club in all communication and activity--remembering that all guest interaction is a reflection of the business and not just oneself
- Communicate with Tyler regularly about club activity and provide insight into potential issues or areas for improvement/growth
- Create member and guest newsletters
 - Write/proofread member reports and letters from both Tyler and Whitewater Country Club President for inclusion in materials
- Set the board meeting agenda
- Implement memberships
 - Create membership packets and information
 - Train staff on membership packets and information, pricing and details in regards to golf and any event
- Manage Bar Area
 - Ensure bar inventory is complete
 - Update and correct bar pricing
 - Create and print bar menu
- Manage Calendar
 - Manage scheduling of non-catering meetings
 - Maintain club calendar and facilitate meetings for other club managers
- Work with our bookkeeper/accountant to ensure that member receipts are addressed
- Help oversee the club assigned grounds keeper
- Assist in marketing of Whitewater Country Club
 - Post golf specials to Facebook daily
 - Work with graphics intern to create promotional mailers
 - Send out daily and weekly text messages of specials
- Work directly with Event Coordinator
 - Communicate all catering and event inquiries

- Host and attend member-only gatherings
- Administrative Tasks
 - Maintain office supplies including printers, printer paper, checks, score sheets, etc.
 - Assist in employee reviews
 - Schedule interviews and assist as necessary
 - Monitor staffing needs, conduct recruitment where necessary
 - Attend management meeting
 - Work with bookkeeper to schedule paperwork days with all new employees
 - Work with bookkeeper on manual and handbook
 - Supervise and manage opening and closing checklists

Approximate Schedule

- Tuesdays 10-3
- Wednesday 3-7
- Thursday 9:30-2
- Friday 3:30-8
- 2 hours flexible in downtown office
- Board meeting 3rd Monday of the month starting at 5:15
- Member events weekly

Education and/or Experience:

High school diploma required; some college preferred.

Applicants must have previous experience in administration or office environment, particularly with client communication.

Special Requirements:

Must possess and maintain a valid state driver's license or have the ability to obtain one prior to employment. Individual vehicle ownership is preferred (mileage will be paid for work-related driving).

Language Skills:

Position requires the ability to read, analyze and interpret general business communications, as well as the ability to effectively present information and respond to questions from managers, employees, customers, clients and the general public.

Computer Skills:

Must have an understanding of Microsoft Office programs, including Word Processing, as well as an understanding of Quickbooks Accounting software. An understanding of design programs is an advantage, but not required.

Physical Demands:

While performing the duties of this job, the employee will be regularly required to talk or hear. The employee will be frequently required to sit and use hands, stand, walk, reach with arms, stoop, kneel, crouch and taste or smell. The position will require the employee to lift up to 25 - 50lbs on occasions. Specific vision abilities required by this job include close vision, depth of perception and the ability to adjust focus.

Environmental Adaptability:

Employee must be able to adapt to working in various types of environments and with various demographics of people effectively.

Declaration: I understand all content within this Position Description. If the position of Business Administrative Coordinator is offered to me, I agree to perform the job to the best of my ability at all times. I agree to work with the best interest of The Black Sheep, Whitewater Country Club, Casual Joes and Dispensary Distilling in mind at all times.