



Related Titles: Front Desk Associate

Reports to: Member Relations Manager/HR Associate

Supervises: No supervisory duties are included in this position.

Education and/or Experience

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

Job Knowledge, Core Competencies and Expectations

- Excellent customer service skills and an open, courteous and friendly personality required.
- Excellent oral and written communication skills.
- Must have working knowledge of using multi-line telephone equipment and reservation systems.
- Must be able to type and efficiently (at least 50 wpm), use word processing, spreadsheet and e-mail programs.
- Must be able to efficiently handle multiple tasks concurrently while meeting deadlines, prioritizing tasks and providing excellent member service.
- Knowledge and ability to perform required role during emergency situations.

Job Summary

Answer incoming calls effectively; 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. Enter member reservations in NorthStar for all dining and Club events. Review and respond to all emails.

Job Tasks/Duties

- Answers the telephone; transfers calls to proper extensions; takes messages for members and staff.
- Greets members and guests.
- Check coats for all members and guests.
- Provides schedule and other club information to members and guests.
- Design and print special event menus and club event flyers.
- Update daily menu specials & post to Club website
- Check emails daily and respond/forward to appropriate manager.
- Print golf tee sheets and review Foretees.
- Sorts and distributes in-coming mail.
- Collects and posts outgoing mail.
- Maintains supply of club information for members.
- Fulfills members' requests; for example, places phone calls and holds letters or packages.
- Performs on- or off-site errands.
- Performs general office work such as word processing, filing and operating copy and fax



machines.

- Works on special projects as assigned.
- Maintains supply inventories for reception area.
- Reports presence of unauthorized visitors in or around club facility.
- Performs other duties required by the manager on duty.
- Maintain daily reservations all dining rooms.
- Enforce attire guidelines.
- Process (type) correspondence.
- Control traffic flow in lobby or reception area; turn on music in lobby and reception area.
- Maintain appearance of reception area.

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.

This job description is not exhaustive of all the job tasks but a guide, and tasks may be added or removed by your immediate supervisor according to changes that may occur in the working environment.

I, _____ acknowledge receipt of the job description, issued by The Oak Park Country Club. I have read and fully understand it and accept that the job description contained therein.

Employee name: _____

Signature: _____

Date: _____