



Job Description

Position: Reception - Administrative Assistant

Department: Administration

Reports To: Assistant General Manager

Supervises: Reception Team

Essential Functions:

- Completes all jobs tasks outline in Reception & Admin Handbook
- Operates front desk switchboard
- Greets and welcomes all members, guests, and employees
- Provides administrative support to Membership Department & Catering & Events office
- Assists in open communication
- Knowledgeable of all club events, activities, and schedules
- Assist members, guests and fellow employees with questions when requested
- Trains, schedules and supervises Reception team
- Must be able to work some weekends and/or holidays

Work Performed:

- Manages the daily function of the Reception Desk:
 - Greets and welcomes all members, guests, and employees
 - Acts as a general resource guide to all members and guests (providing directions etc.).
 - Maintain appearance of reception (front foyer, closet) area for cleanliness
 - Oversee all lost and found items using logbook
 - Sort and distribute incoming mail
 - Directs deliveries from packaging companies
 - Organizes and distributes monthly Reception schedules
 - Conduct training for night and weekend Concierge (Reception)
 - 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:
 - Answers and routes call efficiently, promptly, and courteously
 - Screens all calls and introduces the call to the recipient prior to transferring
 - Takes telephone messages when necessary and delivers as soon as possible
 - Ensures that phones are never left unattended
 - Assists 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:
 - Takes reservations for the Club dining rooms and events
 - Records all reservation changes and notifies the room captain as soon as possible
- Assists open communication:
 - Sends daily "at a glance" announcements, including reservations, tee sheet, and more.
 - Assists all departments with open communications through radios
 - Assists all departments with maintaining contact with the manager on duty

- Assists Membership Department
 - Welcomes prospective members and informs MD of arrival
 - Answers general questions regarding the membership process
 - Records contact information to organize a later meeting with the Membership Department.
- Assists Banquet & Dining Room Departments:
 - See above for reservations
 - Prints food labels for buffets and beverage stations
 - Welcomes appointments for Catering & Events teams and communicates their arrival
- Perform all work-related duties assigned by Supervisor, Membership Director, Director of Catering & Events.

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 with 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 tasks at the same time
- Excellent organizational skills
- Reliable, trustworthy, professional

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.