

Member Security Officer

Hollyburn Country Club is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business. This position will begin as a part-time position, however there may be the opportunity for full time come 2018.

Job Snapshot

Employment Type:	Full-time + Part-time
Benefits:	Yes
Reports to:	Dan Holmes Member Safety Supervisor
Location:	Hollyburn Country Club, 950 Cross Creek Road, West Vancouver, BC

ROLE RESPONSIBILITIES:

- Maintain club safety and security, enforcing house rules when necessary
- Maintain Concierge/Security desk and acknowledge members and guests upon arrival
- Maintaining secure premises via ongoing sweeps and surveillance
- Anticipating member's needs and providing exceptional service at all times
- Monitoring the indoor and outdoor Club activities to identify, manage and report risks and safety issues
- Assist Member Services in managing switchboard; answer incoming calls, either addressing immediate inquiries and/or transferring them to the relevant department
- Provide detailed end of shift report to management
- Manage issues by using good judgment, diffusing tension and involving appropriate senior staff and authorities
- Liaise between all departments to ensure information is circulated in a timely and accurate manner
- Completing other duties as assigned

REQUIREMENTS

- Ability to work independently and in a team environment
- Sophisticated verbal and written skills
- Proficient with Microsoft Excel, Outlook and Word
- You agree to get a Criminal Record Check with a vulnerable sector search at your local Police Department immediately upon being hired --- you will be reimbursed for this expense in full
- You currently live the values of the HCC Staff team: being *Powered ON* or energized at all times; displaying a *Service First* attitude (excellent customer service skills); and creating FOMO (the fear of missing out) in your daily interactions
- You consistently display evidence of the following key characteristics required for optimal delivery of customer service to members, guests, and staff: (1) enthusiasm, (2) teamwork, (3) initiative, (4) adaptability, (5) empathy, and (6) accountability



Hollyburn Country Club

- You go above and beyond to demonstrate awareness and understanding of Hollyburn's aim to deliver exceptional service to its members

STAFF BENEFITS

- Competitive wages & extended health benefits*
- On-duty staff meals (taxable benefit for full-time and part-time employees only)
- Free on-site parking
- Rewards and recognition programs
- Development and educational opportunities
- Career advancement opportunities
- Seasonal staff team building events & activities
- Exclusive access to *Facebook At Work*®, our new internal communication tool for HCC Staff
- Staff discount in the Sports Boutique

**PT and FT staff eligible for benefits after passing 3-month probationary review*

Sounds like Hollyburn Country Club will be a great fit for you?

Apply today! Please send your cover letter and resume to the Hiring Manager for this role:

Hiring Manager's Name & Position:	Dan Holmes
Hiring Manager's email address:	DHolmes@hollyburn.org

**No phone calls please. Only shortlisted candidates will be contacted.*

Thank you for your time --- We look forward to hearing from you!

Sincerely,

