

## Member Service/Reception Agent

Hollyburn Country Club is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business. Located in the beautiful British Properties in West Vancouver, the club is a short 5 minute drive from Park Royal or a bus right to the front door.

We pride ourselves on the excellent employee experience that we offer and we are firm believers that everyone should enjoy their work. We offer benefits for both full and part time employees, employee engagement initiatives (staff events and games), employee recognition programs and development opportunities.

Our Member Services/reception team is currently looking for either full/part time staff to join our fantastic front of house team. Information below;

### ROLE RESPONSIBILITIES:

- Responding to member requests, queries and concerns, consistently exceeding member expectations
- Handling member payments and account inquiries
- Remaining informed of all club activity and liaise between all departments to ensure information is circulated in a timely and accurate manner
- Managing a Switchboard; answer incoming calls, either addressing immediate inquiries and/or transferring them to the relevant department
- Providing information to members, guests, and prospective members regarding all Club services and amenities

### REQUIREMENTS

- Able to work a flexible roster, morning, afternoon and nights (until 10pm)
- Able to work 1 weekend shift
- Ability to exercise discretion and maintain a high level of integrity
- Positive, professional attitude and strong relationship-building skills
- Highly responsible and reliable. Proficient with Microsoft Excel, Word and PowerPoint
- Sophisticated verbal and written communication skills
- Ability to multi-task, strategize and prioritize
- 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; display a *Service First* attitude (excellent customer service skills); and create FOMO (the fear of missing out) in your daily interactions.



# Hollyburn Country Club

- 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.
- 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: Jenn Coe, Director of Member Services

Hiring Manager's email address: [jcoe@hollyburn.org](mailto:jcoe@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,*

