

Job Title: Receptionist

Job Purpose: The Receptionist plays a critical role in presenting the Club in its best possible manner. The Receptionist often makes the first impression on our members and guests, and therefore is required to maintain a high level of professionalism and personal standard of attitude, behavior and appearance. The Receptionist is responsible for providing the highest level of customer service, to internal and external members by managing the front desk console and interacting with members/guests via phone and in person. In addition, she/he plays an important service role within the organization by supporting office service functions that make the office run in a smooth and efficient manner. All of this is to be done in a manner consistent with the Vision, Mission, and Values articulated in the club employee manual.

Direct Report: Boatique Manager

Salary Range: \$10-14

Job Code: Flex

Core responsibilities:

- Provide outstanding front office member service (telephone and reception area)
- Timely processing of Daily member payments
- Provide information and sales assistance to all Boatique customers
- Maintain and update Member files and all office paperwork
- Maintaining adequate levels of administrative support to all departments
- Maintain and organize Boatique merchandise and front desk
- Always have a friendly and professional tone and action.

Experience required: High School Diploma or equivalent. Prior experience in Hotel Hospitality and/or Front Desk highly recommended.