



## Club Administrator Job Description

**Job Title:** Club Administrator

**Reports to:** Lifestyle and Activities Director

**FLSA Status:** Non-Exempt

### Job Overview:

This position creates a welcoming environment and provides administrative/reception support within The Club at The Strand with emphasis on the front desk services. This position is vested with understanding the policies and procedures of The Club at The Strand, knowledge of the membership events, how to handle special requests and exceed the expectations of the Membership. Attain the highest level of Member Services.

### Skills/Qualifications:

- Be upbeat and friendly, as you are likely to be the “first impression” of The Club at The Strand.
- Be a team player and possess excellent interpersonal and organizational skills at all times.
- Possess the ability to complete projects as directed accurately and on time.
- Be a proactive self-starter with excellent problem-solving skills.
- Multi-task in a high volume, fast-paced environment.
- Able to present a professional demeanor at all times to Members and guests.
- Ability to multi-task and maintain customer focus at all times.
- Variations in the work schedule needed at times. Flexibility appreciated and could include weekend/holiday shifts.
- Enhance strong written and verbal communication skills, self-starter, detail, and deadline oriented.
- Maintain needed computer skills required to handle the workload, including Outlook, Word, Excel, Publisher, PowerPoint, NorthStar Club Management software, and updates to website.
- Develop excellent time-management skills, with strong independent follow through.
- Alignment of a strong work ethic to include honesty, excellence, respectfulness, dedication, and a positive attitude.
- Strive for high service standards in all interactions with Club Members and their guests.
- Use judgment and be physically able to stand, sit, stoop, bend.
- Be prepared to remain in a stationary position at a desk 75% of the time.
- Maintain continuing education and networking to gain more experience in private club operations.

## Responsibilities and Duties:

- Greet Members and guests in person, via telephone and emails with a friendly, cheerful, and helpful attitude and in an efficient manner. Provide excellent customer service when they need assistance with various requests.
- Accurately record all reservations required for member events and dining. Provide the required reservation list for dinner, lunch, and activities to F&B staff. Follow-up precisely and promptly to fulfill requests.
- Provide sales and general support with mailings, phone calls, ordering, and correspondence/administrative assistance by continually working with various managers as needed.
- Communicate reservation numbers, special requests, and details to the Food & Beverage team to include Chef.
- Encourage members to participate in all Club events and dining, therefore knowledgeable of all upcoming events.
- Responsible that all Club information regarding dining and special events is communicated to the Membership.
- Assist in the coordination of off-season reciprocal partnerships with Golf and Membership, arranging dining reservations or tee times as needed.
- Order and distribute member/employee name badges and membership cards and track sales on the master log.
- Create and maintain weekly/monthly schedule and hours of operation for Club such as bridge, Mahjongg, book club, meetings, fitness classes, beach shuttle, etc. & distribute to appropriate Directors/Managers via NorthStar Master Calendar.
- Have a complete understanding of current membership offerings and forwarding inquiries on to Membership Sales & Marketing Director as occur.
- Assist in maintaining current prospects, Newcomers (new Members), and guest collateral.
- Maintain overall tidy appearance of members' services and ship store areas (uncluttered).
- Fully train seasonal admin personnel in all aspects of this role.
- Secure coverage of phone/desk when required to step away from workstation.
- Monitoring need of conference calls for committee and/or board meetings & coordinate with other departments.
- Performing a variety of administrative duties & processing Member or guest complaints. Provide solutions as able.
- Knowledge of all office equipment: postage machine, copier/fax, telephone system and maintain appropriate toner/ink, ribbon, etc.
- Ordering all office supplies & maintain appropriate inventory as required. Keeping supplies organized.
- Contacting repair service for any malfunctions of office machines.
- Manage Member guest registration procedures by maintaining appropriate details, providing guest cards and other aspects as program dictates through web site and/or written submissions.
- Flexible and willing to adapt to the needs of the ever-changing Club environment.
- Work on special projects with various departments as needed when directed by

Lifestyle/Activities and Membership Director, and Chief Operating Officer. Occasionally by other managers if approved by supervisor.

- Work selected signature events to greet Member/guests as needed.
- Assist in maintaining Member and public website as desired in the manner The Club at The Strand has put in place. Includes daily maintenance & updating such as dining reservations, updating website member directory, creating/sending email blasts, posting articles, menus, hyperlinks, etc.
- Responsible for current presentations on display. Includes assisting with creation of promotional flyers for Club events and for tennis bulletin board, reader board, etc.
- Create and maintain weekly/monthly schedule of reoccurring activities such as: bridge, mahjonn, book club, meetings and distribute to appropriate Directors/Managers via Outlook Master Calendar.
- Keep abreast of all pertinent information regarding special events at The Club at The Strand such as cost of events, time they start and dress attire.
- Alert the gate house of guests coming to The Club at The Strand as needed.
- Order membership cards & name badges. Coordinate with Membership for welcome packets.
- Produce annual Member Roster in a timely manner. Keep NorthStar updated with profile updates constantly.

### Competency:

- Customer Service ~ Manage difficult and/or emotional Member/guest situations; respond promptly to Member/guest needs, solicit Member feedback to improve services, meet commitments.
- Communication ~ Speak clearly and persuasively in positive or negative situations, listen and get clarification, respond positively to questions, practice diplomacy when needed.
- Teamwork ~ Balance team and individual responsibilities, exhibit objectivity and openness to others' view. Give and welcome feedback, contribute to building a positive team spirit, put success of team above own interests. Able to build morale and group commitments to goal and objectives, support team efforts to succeed. Self-starter, multi-task oriented, flexible and open to change as needed.
- Ethics ~ Treat Members/guests and fellow employees with respect, keep commitments, inspire the trust of others, work with integrity and ethically uphold organizational values.
  - Note: The above list of duties and responsibilities is not intended to be exclusive, other responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job may be required from time to time. While this job description is intended to be an accurate reflection of the current job, management does reserve the right to revise or alter the duties of the job either temporarily or permanently as required.
- The Club at The Strand at The Strand is an Equal Opportunity Employer and is a Drug Free Workplace.