

TERMINAL CITY CLUB

POSITION POSTING

FRONT DESK RECEPTION

ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club is seeking a customer-focused Front Desk Reception (Member Services Agent) who thrives in providing exceptional service. As the first point of contact, this Full-Time position provides our members and guests with personal, professional and outstanding service.

Terminal City Club has 11 meeting spaces, 2 ballrooms, 2 restaurants, 1 pub, 1 wine lounge, 6 billiards tables, 3 squash courts, a four lane-25 meter swimming pool, a state-of-the-art fitness centre and licensed patios on 4 levels of the club with sweeping views of the North Shore mountains. We work with members and non-members to provide a tradition of service on which the Club was founded.

JOB RESPONSIBILITIES

- Greet and welcomes members and their guests to the Club
- Coordinate all Club member event reservations for both internal and external events
- Answer all incoming calls in a professional and timely manner; transferring calls to appropriate departments as needed
- Assist Members and Club with services including airline and tour bookings, restaurant reservations, vehicle rentals, concert and event tickets and other reasonable requests
- Assist with administrative duties including posting of member related purchases; monthly mail-outs of Member statements
- Orient new members to the Club
- Effective handling and timely resolution of all general front-desk and Member enquires
- Variable work schedule (Weekdays, 7am to 8pm; Weekends, 8am to 6pm with extended hours for special events)

REQUIRED SKILLS AND EXPERIENCE

- Dedicated and self-disciplined with a sincere desire to provide excellent service; genuinely likes to serve people; can express a warm, caring, friendly attitude through a smile or gesture
- Readily acknowledge Members through practiced recognition of Club Members' names
- Solutions-focused attitude to see all challenges resolved quickly and efficiently with better than expected results
- Impeccably groomed with a polite, attentive disposition
- Ability to research or an in depth knowledge of the city and the services available
- Strong communication skills & Microsoft Office suite skills
- Develop and maintain a close and effective working relationship with other departments
- Able to provide emergency response if needed

HOW TO APPLY

Please submit your cover letter and resume to: Cory Gibson, Member Services Manager at: cgibson@tcclub.com

We thank all applicants for their interest; those being considered will be contacted.