

# TERMINAL CITY CLUB

## POSITION POSTING

### MEMBERSHIP ADMINISTRATOR

#### ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club offers members and guests a welcoming environment and the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax. Our team of service professionals take care of our members and in turn, we take care of our staff.

For our employees, we thrive in a team oriented, member-first environment, offering competitive wages, extended benefits & pension, Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

As the full-time Membership Administrator, you are the point of contact for all member inquiries, providing timely correspondence and a memorable experience with all interactions. You have a natural ability in finance, combined with a real passion for customer service. Your problem solving skills and ability to multi-task will be utilized daily to provide solutions to issues as they arise. In this role, each day holds its own variety!

#### JOB RESPONSIBILITIES

- Address all member inquiries regarding their billing, payments, status, house rules and fee schedules
- Calculate and process all changes in membership using Club based software (Jonas)
- Responsible for all correspondence to members in both email and letter format
- Work closely with Finance, processing adjustments and payments. Monitor and contact accounts in arrears
- Print and distribute monthly membership statements
- Prepare monthly membership reports for the Board of Directors
- Assist Membership & Marketing with the administration of members, prospects, and corporate transfers
- Provide general administrative support as required

#### REQUIRED SKILLS AND EXPERIENCE

- University degree and/or equivalent Accounting experience necessary
- Being highly organized and very detail oriented is a must
- Strong interpersonal skills and an excellent telephone manner
- Proficient in English, both written and verbal; multilingual abilities an asset
- Competent in Microsoft Office; familiar with internal systems (Jonas or CRM software) an asset
- Knowledge of club services, rules and regulations a definite asset
- Results oriented with a flair for customer service in a hospitality industry

#### HOW TO APPLY

Please submit your cover letter and resume to Laura McLachlan, Director of Finance and Facilities at [hr@tcclub.com](mailto:hr@tcclub.com).

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



**CSCM**

The Canadian Society  
of Club Managers

**Club of the Year 2020**

