

ABOUT THE POSITION

The Terminal City Club is Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and one of Boardroom Magazine's 'Distinguished Clubs' with 'Iconic' status, we create a welcoming atmosphere for our members and guests with the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of service professionals takes care of our members, and in turn, we take care of our team. 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 Financial 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

As our Financial Membership Administrator, you will have the opportunity to:

- 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)
- Be responsible for all correspondence to members in both email and letter format
- Work closely with the Finance team to process adjustments and payments, while also monitoring and contacting 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 & 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

If this sounds like you, please submit your cover letter and resume to: Laura McLachlan, Director of Finance & Facilities at hr@tcclub.com

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