

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 take 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 a Member Services Agent, you will be the first person our members see when they walk through the doors. With your strong customer service skills, can-do attitude, and welcoming manner, you provide consistently exceptional service for our members and their guests.

JOB RESPONSIBILITIES

- Greet and welcome members and their guests to the Club
- Coordinate all Club member event reservations for both internal and external events, and assist Members with services including restaurant reservations, concert and event tickets and other reasonable requests
- Answer all incoming calls in a professional and timely manner; transferring calls to appropriate departments as needed
- Orient new members to the Club
- Demonstrate strong multitasking abilities to effectively manage various tasks and responsibilities concurrently.
- Assist with administrative duties including posting of member related purchases; monthly mail-outs of Member statements
- Effective handling and timely resolution of all general front-desk and Member enquires

REQUIRED SKILLS & 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
- Calm demeanour particularly when called upon to help coordinate emergency response support if needed
- Flexible work schedule; available 'hospitality hours': weekdays and weekends, with extended hours for special events

HOW TO APPLY

If this sounds like you, please submit your cover letter and resume to: Jeremy Wu, Member Services Manager at hr@tclub.com.

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