



MERCERWOOD SHORE CLUB Job Description

Position Title: **Front Desk Assistant**

Reports To: **Programming Manager**

About Mercerwood Shore Club: Mercerwood Shore Club (MSC) is a private, relaxed, family style member-owned club located on a spectacular Mercer Island waterfront setting. Since 1953, the club has been bringing families together to enjoy a variety of activities for all ages, and our new clubhouse offers a modern, gorgeous space for families to enjoy year-round. Currently it is at capacity at 375 member families and has a robust a wait list. The Club's annual budget is \$1.2MM and supports programming throughout the year.

Summary of Position: The Front Desk Attendant is responsible for greeting and signing in members, guests, and program participants using the Club, completing other office and/or club related tasks as assigned and opening and/or closing the Club. This position requires exceptional interpersonal skills, a hospitality-minded mentality, excellent organizational skills and attention to detail. This position provides support for the Club's Membership and Guests as well as the Programming Manager, General Manager, the Board of Directors and member committees, MSC staff and vendors and thus requires an exemplary level of professionalism and flexibility.

QUALIFICATIONS:

- The Front Desk Attendant must act in a professional manner at all times. He/She is responsible for presenting a positive attitude which clearly indicates his/her concern for the facilities, and for the safety and pleasure of Club members, guests, and registered program participants.
- The front desk attendant will become familiar with club operating procedures and policies and will be able to address questions and handle inquiries or concerns (or direct them to the appropriate MSC staff).
- This position requires a commitment to being present and punctual for assigned work shifts.

GENERAL JOB RESPONSIBILITIES:

- Ensure that everyone entering the facility is either a member, guest, or registered program participant.
- Show courtesy to all Club members and work in a cooperative manner with all Club members and employees.
- Complete assigned tasks and other tasks that may be needed as Club conditions require.
- Always behave in a manner which reflects his/her concentration on their assigned tasks.
- Ensure that the front desk is kept in a neat and orderly fashion.
- Ensure the safety of the club members, by emphasizing safe, appropriate behaviors which fall into line with club policies.
- Follow the assigned rotation work schedule.
- Ensure that all members and guests are signed in per club policy.
- Answer and supervise the use of the phone.
- Monitor emails and programming reservations.
- Be able to answer inquiries pertaining to the use of the Club and Club activities when asked.
- Assist with Club social events as needed, including event preparation and day-of-support.

Salary: This is an hourly, part-time position that pays between \$17.13 to \$20.00 per hour

MSC is an equal opportunity employer committed to diversity in all aspects of its programming and organization.

www.mercerwood.com

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