

COORDINATOR - MEMBER SERVICES
(Rye City Golf Club)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Golf Course and Swimming Pool Manager, the incumbent performs customer service oriented initiatives and training to ensure membership retention and new membership recruitment. The incumbent promotes special programs, services and leisure activities for members and guests of the Rye City Golf Club, and acts as liaison between the club and its members. The incumbent also provides general administrative support services. Work involves considerable contact and coordination with the public, interdepartmental staff and members. Supervision is not an aspect of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Promotes and generates enthusiasm and interest for the club's diverse programs, services and leisure activities among current and prospective members;

Assists management with developing marketing strategies to sell new memberships;

Trains and evaluates staff on providing quality customer service to members on an on-going basis;

Provides tours of the club to prospective members and conducts orientation programs for new members;

Acts as liaison between departments for coordination of services including special events, pool and golf activities for members;

Maintains all membership records and historical data and tracks success of all membership activities;

Assists with creating reports related to membership using club management software;

Processes membership applications and updates club's membership database;

Develops procedures for processing member's applications efficiently and insures that all membership policies are adhered to as a condition of application approval;

Updates the membership website and prepares all club communications including a semi-annual club newsletter, flyers, e-mails, and the club calendar informing members of scheduled events and programs;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS ABILITIES AND ATTRIBUTES: Good knowledge of the purpose, use and benefit of sports and other leisure activities offered to club members; good knowledge of program evaluation techniques; good knowledge of methods used in the provision of customer service; ability to carry out administrative assignments; ability to prepare promotional and informational materials; ability to maintain records and prepare reports; ability to train subordinate staff in the principles of quality customer service; ability to deal effectively with all staff levels, officials and general public; ability to develop and maintain good working relationships; ability to communicate effectively both verbally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, understand, and communicate in English sufficiently to perform the essential duties of the position; resourcefulness; initiative; tact; dependability; courtesy; enthusiasm; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: An Associate's Degree* and three (3) years of staff experience† in a country club, athletic club, or recreation facility such as a golf course, skating rink, etc., which must have included public contact.

SUBSTITUTION: A Bachelor's Degree* may be substituted for two (2) years of the work experience described above.

†DEFINITION: Staff or administrative support experience is defined as providing support or back-up functions to higher level administrators in areas such as: office management; participation in budget preparation and monitoring; payroll and personnel type functions; involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting, or management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day-to-day operations of a department would not be qualifying experience.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.