



Position Description: Member Service and Communications

Key Responsibilities

Member Service

- Point of contact for member, prospect and client inquiries – front desk, on the phone. Explains, manages, resolves and refers.
- Membership inquiries – joining, changing, billing, events. Explains, manages, resolves and refers.
- Client inquiries – facilities, services, food and beverage. Explains, manages, resolves and refers.
- Chinese language support for other departments – written and verbal

Communications

- Club website update and maintenance
- Member account updates and maintenance on iGolf and similar interaction tools
- Integration point for Club wide communication from departments – GM and Board, Membership, F&B, Turf Care, Golf Shop, Committees, etc.
- Produce digital and print marketing materials, such as posters
- Produce / manage monthly Newsletter, weekly eNews and various social media platforms
- Produce / support monthly / annual communication projects – AGM materials, Roster, Newsletter, posting minutes etc.

Engagement

- Assist with member functions, tournaments and special events
- Promote opportunities for member participation and involvement in the Club
- Take member booking for various Club events
- Making members and guests feel welcome and valued
- Function effectively in a member owned / governed not-for-profit society



Qualifications

- Excellent communication and people skills working in a fast paced multi-tasking environment
- Working proficiency in English and Chinese (Mandarin) and ability to assist other departments with written and verbal translation as required
- Proven PC / MS Offices skills as well as light desktop publishing and website maintenance skills
- Interest and skills in social media for business an asset
- Degree or post-secondary education in a related field – business, marketing or communications preferred
- Works business hours Monday to Friday with a small amount of flexibility required during Club functions

Compensation

- Competitive salary plus benefits

Interested candidate should contact Lolita Hemmons, Controller/ Office Manager at lhemmons@ggolfclub.ca. No phone calls please.