

TSC MEMBER SERVICES SUPERVISOR 2017/18

DEPARTMENT: ADMINISTRATION

DIRECTLY REPORTS TO: GENERAL MANAGER and ASSISTANT GENERAL MANAGER



Function

The TSC Member Services Supervisor is responsible for the administrative duties associated with the planning and execution of all the Member Services Functions pertaining to our Member experience at TSC. The Member Services role plays an integral part in all aspects of Member Services administration, communication, guest service and organization. This position reports directly to the General Manager and Assistant General Manager.

Specific Duties and Responsibilities

1. To work closely with the General Manager in actively recruiting new Test Drive families as per the budget.
2. TSC Member participant registration and record keeping for our calendared events
3. Accurate Member account billing for account charges
4. Accurate record of Member event registrations
5. Assist the General Manager in preparing, monitoring and achieving the Member Services budget
6. Preparation and delivery of scheduled member communications
7. To regularly update specific content for the TSC website and social media platforms
8. To prepare reports as requested by the General Manager and Event Committees related to Test Dive Program, Member Concerns and scheduled events.
9. Responsible for Kids Club and the Kid's après programs, working with the teen committee
10. Communications to other clubs and resorts, as well as internal communication to other departments at the TSC
11. Oversee and approves payroll for Kids Club and Member Services.
12. Responsible for daily cash outs for Kids Club and Member Services
13. Responsible for all office supplies, maintaining and ordering.
14. Responsible for accurately controlling the Clothing inventory
15. Works closely with Member Event Committees and is responsible for the execution of all Member Events.

Services to Members

1. Register members for events and accurately control event registration and ticket sales.
2. Accurately charge member accounts for products and services
3. Provide timely and courteous responses to member inquiries
4. Keeps members informed of all Club House activities in a timely manner
5. Acts on or brings members suggestions to the General Manager for consideration
6. Communicates directly and indirectly with members regarding all Membership concerns and queries as well as acting as a liaison with new members.

Supervision

1. The Member Service Supervisor takes direction from the General Manager and Assistant General Manager, working closely with the Kids Club Supervisor.
2. The TSC General Manager will schedule to meet regularly with the Member Services Supervisor and the Assistant General Manager

Qualifications:

1. Motivated, independent worker with high energy and enthusiasm.
2. Exceptional organizational and communication skills.
3. Strong computer skills, Microsoft office, Jonas, Adobe.
4. Knowledge of basic accounting is an asset.
5. Ability to utilize multiple social media platforms Face book, Instagram, Twitter, etc.

Terms of Reference

1. Seasonal hourly position November 2017 – May 4, 2018 (may extend depending on conditions)
2. 5 days per week minimum. Holidays, weekends and evenings required
3. Performance review after 90 days and an end of season written performance review in May.