

Title: Events & Member Services Coordinator

Department: SVRA Association Business

Reports to: General Manager & Office Manager

Typical Work Week: 40 hours - typically Monday – Friday with occasional weekend and/or after office hours.

Position Summary

The Events & Member Services Coordinator is responsible for establishing and maintaining a high level of customer service, ensuring consistent procedures for collection of data, the security of inventories and cash, controlling office expenses, and maintaining optimal SVRA/Customer communications. The Events & Member Services Coordinator will be the initial contact (in person and by phone) with members and therefore must be organized, able to think and act quickly and effectively while retaining self-composure. The Events & Member Services Coordinator will play a key role in setting up and helping with House and Entertainment events and other SVRA sponsored recreational activities. The Events & Member Services Coordinator should take pride in their personal appearance and must demonstrate integrity and honesty in all aspects of their employment.

Essential Duties and Responsibilities

- Ensure that customers receive outstanding service by providing a friendly environment, & greeting, acknowledging each customer, demonstrating solid SVRA knowledge, assisting customers with inquiries and promptly resolving customer complaints.
- Pick up mail daily, distribute to department managers in a timely manner, and process Association Business related mail as required (i.e. inquiries, invoices, payments, etc.)
- Create annual calendars, swim lessons flyers and swim passes, signs & flyers for all departments and committees, and tournament advertising and supporting documents.
- Distribute all new member packets and communicate with title companies about property transfers.
- Attend monthly Board of Directors meetings, record and create meeting minutes.
- Scan and digitize all SVRA documents.
- Website maintenance.
- Prepare snack and office supply orders and maintain appropriate inventory levels to meet anticipated business demand.
- Ensure compliance with established operating procedures and cash/merchandise security.
- Maintain and prepare daily transaction records and cash reconciliations.
- Any other responsibilities as assigned by the General Manager and Office Manager.

Qualifications/Requirements

- Strong interpersonal skills demonstrated in a customer service environment.
- Proven management and leadership experience in a related business.
- Demonstrated ability to train and motivate a team of employees.

- Demonstrated ability to resolve complaints and problems as they arise from customers and employees.
- Proven experience in inventory management and cash handling procedures.
- Demonstrated experience in setting up and coordinating events and activities.
- Working knowledge of golf course operations and practices.

Essential Physical Requirements

- Ability to process information and merchandise through computer system and Point of Sale system.
- Ability to effectively communicate with associates and customers.
- Ability to count money and accurately complete all documentation.
- Ability to work varied hours/days to oversee SVRA business and recreation activities.
- Ability to use written and oral communication skills; read and interpret data use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex office administrative problems; analyze and solve non-routine and complex office administrative problems
- Ability to analyze and solve non-routine and complex office administrative problems
- Ability to observe and interpret situations; learn and apply new information or skills
- Ability to perform highly detailed work on multiple, concurrent tasks
- Ability to work under intensive deadlines with frequent interruptions
- Ability to interact with department managers, staff, customers, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive individuals.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.