## Full or Part Time ADMIN- Member Services / Receptionist

**Reports to**: Administrative Assistant

**Supervises**: No supervisory duties are included in this position

**Classification:** Full Time Hourly or Part Time Hourly available

**Education and/or Experience**

* High School Diploma or GED or higher
* Two years in a resort, club or hospitality industry setting preferred

**About Valley Lo**

Valley Lo Club is a thriving private club that provides our members and their guests an array of recreational and social activities to enjoy in a unique, casual, lakeside setting. Tucked away as Glenview’s “hidden gem,” Valley Lo is a flourishing recreational center for families in the North Shore where we pride ourselves on offering excellent customer service, paired with delicious food, modern cocktails, and constant family and adult programming.

**About the Position**

The Member Services position is the backbone for the Club. As the first person members and guests will encounter, whether in person or on the phone, they will look to you for help with answering a question, making a reservation, checking in to the Fitness Center, or meeting with someone at the Club. Your time will be spent answering incoming calls effectively, greeting, taking reservations using several systems, and responding to questions, as well as some general office work. You can use your creativity to make Club and event signage. We are looking for someone with weekend and evening availability. Competitive benefits package is provided for all full time staff.

**About You**

Our Member Services team members are friendly, organized, go-getters who greet everyone with a smile, take it upon themselves to find answers to questions, and go the extra mile for Club members, guests, and staff. You are good at multi-tasking, learning new systems, and have exceptional customer service. You're knowledgeable with the Microsoft Suite, especially Word and Excel and ready to learn Publisher. You understand the need for a sense of urgency. You are a team player and a great communicator. You are super detail oriented. You will carefully learn the policies and Club information as you will be the resource for others at the Club. During down time you will find useful tasks to perform and find ways to help team members. You genuinely enjoy getting to know people.

**About the Shifts**

Current available shifts are Friday, Saturday, Sunday, and Monday from 1:00-9:00pm.

**About the Pay**

$16-$17/hour plus competitive benefits package if full time. Other perks, such as a complimentary meal every day except Monday and a December bonus.

**Job Knowledge, Core Competencies and Expectations**

* Must possess an open, courteous, and friendly personality.
* Ability to work in a fast-paced environment.
* Excellent oral and written communication skills.
* Will learn to use multi-line telephone equipment and reservation systems.
* Must be able to type and efficiently use word processing, spreadsheet, and e-mail programs.
* Must be able to efficiently handle multiple tasks concurrently while meeting deadlines, prioritizing tasks, and providing excellent member service.

**Physical Demands and Work Environment**

* Must be able to reach, bend, stoop, stand, twist, and lift up to 40 pounds.
* Must be able to sit for prolonged periods of time.
* Must be able to operate a telephone.
* Is comfortable with moderate noise level in the work environment.