

THE GROVE CLUB
JOB DESCRIPTION

Job Title: Receptionist

Department: Club Services

General Summary of Duties

Our team is looking for an organized, detail oriented, and high-energy receptionist to assist with the daily administrative functions at our Club. The ideal candidate will possess strong customer service skills, professional acumen, and technical abilities. Typical working hours for this position include 12:00pm-8:00pm, but candidates applying for this position must be available to work flexible hours with weekday and weekend availability.

Physical/Mental Demands of the Position

Requires mobility and prolonged standing. Bending and reaching to a height of eight feet. Transporting, pushing, pulling, and maneuvering items weighing up to thirty (30) pounds. Working at a height of four (4) feet. Normal sense of smell, taste, touch, and sound. Normal vision range. Eye/hand coordination and manual dexterity. Ability to distinguish letter, figures, symbols, and colors. Work may be performed in small areas having a three-foot access. Work entails chemical usage. Ability to tolerate varying conditions of noise level, temperature, illumination, and air quality.

Examples of Duties (including but not limited to the following)

- Establish and maintain professional relationships with members and coworkers.
- Always displays the highest standards of service, greeting and welcoming members in a polite, gracious, and enthusiastic manner.
- Demonstrates professional conduct and proper etiquette.
- Greet and escort guests to the appropriate areas in accordance with established guidelines.
- Answer telephones and facilitate member requests.
- Exercise good judgement and time management while handling multiple priorities.
- Utilize appointment booking system/software to manage incoming reservations.
- Address member concerns and complaints in a timely and professional manner.
- Attend daily and weekly meetings and/or training sessions as required to remain informed about various company changes and policies.
- Follow all health, welfare, and safety policies and procedures to ensure a safe environment for all guests and fellow team members.
- Other administrative duties as require

Required Qualifications

- High school diploma or GED, preferred
- One (1) year of experience in one or more of the following industries: Food & Beverage, Culinary, Private Club, Hospitality, or similar.
- Ability to communicate effectively; must be able to establish and maintain effective working relationships.
- Superior time management skills with the ability to focus on multiple tasks at any given time.
- Strong verbal and written communication skills.

Position Details

- Job Type: Full-time
- Location: College Grove, TN: Reliably commute or planning to relocate before starting work (Required)
- Application Question(s): Are you available to work a flexible schedule, as outlined in the position description?
- Work Location: In person

This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.