



TALISKER CLUB
A PRIVATE WONDERLAND

POSITION DESCRIPTION:	Member Services Representative
STATUS:	Full Time/Year Round
FLSA:	Non- Exempt
REPORTS TO:	Director of Membership

PURPOSE OF JOB:

The Member Services Representative will create individualized and personal experiences for all Talisker Club Members and Guests by greeting and welcoming them, assisting with questions or inquiries pertaining to the Club, recommending and arranging Club activities and reservations. Additionally, the Member Services Representative will maintain and assist with internal Club communication initiatives.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Market to Club Members all that the Club has to offer including but not limited to; Activities, Signature Events, Food and Beverage offerings, Spa and Fitness offerings and menus, Wildstar Youth Activities and Programming, Private Events available at the Club and Concierge Program.
- Interact with Members while on Club property to inform members of Club offerings while the members are in town and during future visits.
- Assist in scheduling and booking reservations for Club activities via phone, email, website and personal interaction with membership.
- Create and maintain the membership data base with relevant information about members, such as birthdays, anniversaries, special occasions, interests, family members, pictures, etc. which will help to support the Club's core value of providing extraordinary experiences.
- Build and maintain relationship with activities, events and services providers outside of the Club.
- Assist in booking activities and events not offered by the Club.
- Resolve member issues and answer questions in a timely manner.
- Adhere to and be an example of the Talisker Club Way Initiative.
- Confer regularly with immediate supervisor and other company personnel to plan, coordinate and evaluate services and activities, exchange information, resolve problems.



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- Assist with the Concierge Program as requested.
- Create banners, images, and others to promote events offered at the Club.
- Format Food and Beverage menus as requested.
- Assist in maintaining Club Essentials website information such as but not limited to; hours of operation, images and events, assure that the website information is updated and current at all times.
- Create and send e-blasts and daily/weekly communications when assigned.
- Assist with billing inquiries from members when requested.
- Assist with seasonal Club calendar development as directed.
- Perform other tasks/duties as assigned.

EXPERIENCE, EDUCATION AND QUALIFICATIONS:

- High School diploma or equivalent.
- One to two years previous experience in customer service.
- Strong communication skills, both verbal and written.
- Strong technical literacy to learn new Club systems.
- Good working knowledge of Microsoft Office Products.
- Diplomatic team player able to foster relationships with Members, guests and team members.
- Ability to understand Members' inquiries and provide responses.
- Ability to assemble and assess information quickly