



TALISKER CLUB

A PRIVATE WONDERLAND

Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a Spa & Fitness Attendant for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.

Talisker Club is Park City's only four-club, one-membership private home community presenting an incomparable collection of mountain, Main Street, backcountry and country clubs. It is situated in Utah's Wasatch mountain range, from the slopes of the Deer Valley® Resort to the valleys surrounding the Jordanelle Reservoir.

Job Description

POSITION DESCRIPTION: Spa & Fitness Attendant

STATUS: Full Time / Part Time

REPORTS TO: Spa & Fitness Desk Supervisor/ Spa & Fitness Director

PURPOSE OF JOB:

Responsible for all opening and closing the Spa & Fitness Department on a daily basis. Working the desk answering phone calls, scheduling class and spa appointments, and assisting members as they use the facilities. The S/F Attendant is the point of contact for Members in this area. They answer questions, ring up retail sales and many other duties pertaining to customer service.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Approach all encounters with members, guests and employees in an attentive, friendly, courteous and service-oriented manner.
- Maintain the cleanliness of the desk area and retail boutique
- Answer phone calls and assist members' accordingly
- Maintain the cleanliness of the Fitness areas
- Monitor and maintain the cleanliness and orderliness of the Spa facility.
- Identify the needs of members and think creatively to deliver the service they desire.
- Ensure overall member satisfaction.
- Book Spa treatments through communication with members and therapists.
- Maintain a hospitable, friendly and approachable demeanor at all times.
- Assist members with the purchase of retail items, fitness passes, and Spa treatments.
- Participate in educational trainings to become knowledgeable in product lines carried in the Spa.
- Book fitness classes for members.
- Maintain knowledge and understanding of each service area offered in the Spa & Fitness area.
- Answer all guest/member complaints and suggestions in a timely manner.
- Enforce all Spa and Club policies.
- Perform other duties as required.

POSITION REQUIREMENTS:

- High School Diploma or equivalent.
- Ability to multi-task
- Computer and phone skills
- Positive attitude, ability to work well with others and provide outstanding customer service.
- CPR/AED certification

PERSONAL ATTRIBUTES:

- Communicate and convey information and ideas clearly and professionally.
- Ability to make decisions and evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high pressure situations while maintaining a calm and professional demeanor.
- Affective in resolving conflicts including: anticipating, preventing, identifying and solving problems as necessary.
- Affective at listening, understanding, and clarifying the concerns and issues raised by members and guests and offer solutions.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Flexible work schedule including days/evenings/weekends and holidays.
- Must be able to work weekends.
- Medium work – Exerting up to 50 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.