



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 Member Services Representative 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 Deer Valley Ski Resort to the valleys surrounding the Jordanelle Reservoir.

Please visit our website – www.taliskerclub.com to learn more.

POSITION: **Member Services Representative**
DEPARTMENT: **Member Services**
STATUS: **Year-Round / Full-Time**
UNDER THE DIRECTION OF: **Member Services Manager and Membership Directors**

PURPOSE OF POSITION:

The **Member Services Representative** creates individualized and personal experiences for all Talisker Club Members and Guests by providing high-touch concierge support and proactive communication. In addition to daily service excellence, this role serves as a key partner to the **Sales & Membership Coordinator**, assisting with the administrative onboarding of new members, maintaining prospect and member data, and ensuring that the Talisker lifestyle is marketed effectively to drive both recruitment and retention.

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 database 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 relationships 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, and resolve problems.
- 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.

Sales & Membership Support

- Support the Sales & Membership Coordinator by preparing membership kits, assisting with lead tracking, and ensuring marketing collateral is updated.
- Assist in showcasing the club to prospective members or guests when the Sales & Membership Coordinator is unavailable.
- Support in realtor relations in the absence of the Sales & Membership Coordinator

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.
- Ability to work weekends and holidays and special events.

BENEFITS AND PERKS:

Benefits vary based on part-time vs. full-time employment status.

All-Inclusive Benefit Package Offered:

Medical	Vision	Flexible Spending Account
Dental	Health Savings Plan	Supplemental Insurances; i.e., Accident, Hospital Indemnity, Critical Illness

Paid Time Off:

Vacation and PTO Package	Holiday Pay	Designated Holidays
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401(k) Retirement Plan With Employer Match

Discretionary Bonus Program

Ski & Snowboarding Passes

Golf Privileges

Employee Meal Program

Member Gratuity Program

Reward and Recognition Programs

Discounts on Retail

Education and Tuition Reimbursement Program

Discounts at Courchevel Bistro

Employee Spa Pricing

Interested candidates can also visit <https://www.taliskerclub.com/careers/> and submit resume associated with position of interest.