



Position Description

Member Services Coordinator

Profile

Position Title: **Member Services Coordinator**
Position Type: **Full Time Continuing**
Reports To: **General Manager**
Date: **January 2025**

Summary

The Member Services Coordinator handles the Clubs daily financial requirements including cash outs, account reconciliations and member billing. The Coordinator also supports the membership as a main point of contact for general inquiries and provides day-to-day communication and administrative support.

Duties & Responsibilities

- Processes daily cash out and report reconciliation
- Assists our members with billing inquiries via email, phone and in person.
- Processing member/account payments
- Sends monthly member statements
- Prepare bank deposits and change orders
- Updates the Club's website on a regular basis
- Updates pricing and member information into Jonas Club software program
- Prepares Club communications including email newsletters and staff/committee communications.
- Prepares Club collateral including gift certificates, posters, PowerPoint presentations, and other graphics
- Creates and posts social media content to the Clubs Facebook and Instagram accounts.
- Processes and sends the annual membership and AGM packages
- Assists in the creation of the annual member survey and reports results.
- Supports members Golf Canada account setup

Knowledge, Skills, and Abilities

- Basic financial knowledge/skills relating to cash outs, payments, reconciliations, report generation, deposits and change orders.
- Strong Customer service and relationship building skills.
- Effective communication skills and the ability to produce accurate and visually appealing newsletters and staff emails.
- Proficient with information technology (Excel, Word, Email marketing systems, Graphic design) Experience working with Jonas Software is a bonus.
- Excellent multitasking and problem-solving skills.
- Working knowledge of SurveyMonkey or other survey software platforms or a desire to learn.



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- Website updating and general maintenance experience or a desire to learn.

Education & Experience

Minimum of two (2) years' experience in a member services, office coordinator, or similar role. Golf course or hospitality experience is an asset.

Qualifications

- Completion of or working towards a college diploma or university degree in Management, Finance or sports/golf certificate.
- Experience with cash handling, payments, reconciliations and basic financial tasks
- Customer service and relationship building experience
- Experience producing newsletters, emails, and posters.

Additional Requirements

Certificates, Licenses, Registrations

- Valid Driver's License
- First aid Training (can be provided if necessary)

Work Environment

Hours of Work – 40 hours per week

To succeed the Members Services Coordinator generally works Monday to Friday 8:00AM – 4:00PM with occasional work taking place after hours if required.

Working Conditions

The position requires the individual to work mainly in an office environment for extended periods.

Compensation

- Annual Salary starting at \$50,000 - \$55,000 per year depending on qualifications & experience
- Annual RRSP contribution of \$1,000
- Extended Health & Dental Benefits
- Daily staff meal during the golf season
- Golf playing privileges and discounts on Club merchandise
- 2 Weeks paid vacation to start