

## **Job Description**

<b>Job title</b>	<i>Front Desk Attendant</i>
<b>Reports to</b>	<i>Front Desk Manager</i>

### **Job Purpose**

*As a focal point of the main Clubhouse, the Club's Front Desk Attendant is primarily responsible for interacting with members & guests in a fast paced private club atmosphere. He/she is a willing dispenser of information to inquiring members and guests. Accuracy and attention to detail along with a strong sense of hospitality are required.*

### **Duties and Responsibilities**

- Greet and converse with all members in a friendly, courteous and professional manner.
- Be well versed on all aspects of the Club.
- Communicate detailed information to members, in-person, over the telephone and via email.
- Make and confirm dining reservations.
- Promote and sell Club merchandise, including gift cards.
- Track and hand-out keys to various areas of the Club, including storage areas, locker rooms and Clubhouse accommodation.
- Utilize the Club's Club Management System (JONAS) to provide information, process payments and communicate with other departments
- Balance a till, handle cash, process credit/debit card transactions
- Maintain a neat and tidy work area
- Provide assistance in other departments as required

### **Qualifications**

- Friendly, courteous, service-oriented and professional.
- Excellent written and verbal communication skills with a keen attention to detail.
- Must be able to multi-task at a busy front-desk without sacrificing hospitality, diplomacy, or grace.
- The ability to work both independently and as part of a team, to meet and exceed the expectations of the members.
- Confidence to bring new ideas forward for consideration.

### **Working Conditions**

Shifts will vary and may include mornings, afternoons, evenings and weekends. A set schedule for the entire summer will be provided at the beginning of the season.

### **Physical Requirements**

- Must be able to climb 3 flights of stairs.
- Must be able to stand for extended periods of time.

### **Direct Reports**

None

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Interested candidates may forward their resume and cover letter to:

**Jennifer O'Connor**  
*Front Desk Manager*  
Buffalo Canoe Club  
4475 Erie Road  
Ridgeway, ON L0S 1N0  
[jennifer@buffalocanoecub.com](mailto:jennifer@buffalocanoecub.com)