



TITLE: Member Services Ambassador

COMMUNITY: Sterling Ranch

REPORTS TO: Member Services Coordinator

FLSA STATUS: Non-Exempt

POSITION SUMMARY: Responsible for entry desk operations including membership registration, cash handling for lifestyle, membership and fitness offerings, information dissemination and assisting patrons by phone and in person.

- Ensure that all visitors are greeted and serviced in a professional manner.
- Greet residents and assists with membership matters including daily registration, facility check-in and customer service.
- **May rotate to Information center to** act as an ambassador for the community, sharing the community story and touring the guests through the facility as necessary. Must understand and communicate the Sterling Ranch vision, as well as the purpose of the Information Center to visitors and guests and be able to open, maintain and close the Information Center according to procedures.

ESSENTIAL DUTIES:

- Develop strong working relationships with homeowners and volunteers.
- Greet members, guests and vendors, scan identification cards/ fobs, answer telephones, take messages and direct calls,
- Answer customer questions regarding hours, facility information and services and programs. Provide general information and tour guests and residents through facilities as needed.
- Log in/out and distribute activity equipment and keys. Ensure that equipment and keys are returned at the end of the day in good condition.
- Assist with registration for Lifestyle/ Clubhouse programs, activities, and classes. Collect payments from customers for events. Register transactions on computer, issue receipts, and tickets. Perform cashier responsibilities.
- In accordance with CAB-approved policies, administer membership programs, including but not limited to, issuance of activity cards/fobs, passes and maintenance of owner contact information.
- Perform administrative functions such as preparing letters, emails, flyers, and assisting the team to ensure collateral and marketing supplies are stocked at the Clubhouse and/or the Information Center.
- Assist with equipment and room set-up and takedown for various clubhouse activities, programs, clubs, classes, rentals and sport/fitness opportunities.

- Maintain a clean environment by performing light janitorial duties as required or assigned to include sanitizing areas and light housekeeping.
- Assist and participate in community events, grand openings and other special promotions as scheduled on and off site. Other department related duties as assigned.
- Enforce CAB-approved rules for use of the Center.
- Report accidents, unsafe conditions, or problems to the appropriate supervisor.
- Opens or closes the information center as the shift requires.

KNOWLEDGE, SKILLS AND ABILITIES:

- Minimum of 6-months experience in a customer service environment with basic cash handling skills.
- Qualified applicants must display the following: excellent customer service skills, a positive, outgoing personality, the ability to work as a team player, and substitute when necessary.
- Individuals should have flexible hours.
- Ability to communicate effectively both orally and in writing.
- Knowledge of Microsoft Office products.

POSITION HOURS:

- Part-time: approximately 24 hours per week
- Additional hours as needed – Schedule is subject to change.

PHYSICAL DEMANDS/WORK ENVIRONMENT: Work is conducted primarily in an indoor environment. However, preparation, implementation and assistance of some activities may take place outdoors. Employee may be required to repetitively lift and move up to 50 lbs. Employee is required to talk and hear. Evening and weekend work is required.

MINIMUM QUALIFICATIONS:

- High school graduate, GED or equivalent.
- Ability to maintain CPR/defibrillator certification.

PREFERRED QUALIFICATIONS:

- College preferred.
- Experience in working with all ages of people.
- Experience working in recreation or hospitality environments.

This is not a complete itemization of all facets of this position.

This job description is not an employment agreement or contract. CCMC has the exclusive right to alter this job description at any time without notice.