Position Summary: Takes and records member reservations for Club functions in a welcoming and courteous manner.

Essential Job Functions:
- Record reservations and member requests from phone or internet.
- Enter reservations in reservation program for dining rooms.
- Remain up-to-date on Club events to accurately respond to member inquiries.
- Learn member names and address them by name when talking over the phone or in person.
- Keep records of member requests regarding table/location preference and accommodate them if possible.
- Return after-hour messages left by members on voice mail. If a question is posed without a solid answer initially, do a follow-up phone call to the member by the end of the day with an update.
- Respond to member and staff questions and/or requests promptly, accurately, and cordially.
- Take general calls coming in from the switchboard and transfer accordingly.
- Greet members and guests coming to third floor. Direct accordingly.

Other Duties & Responsibilities:
- Help with mailings and/or other clerical work for other departments.
- May perform other assignments and duties, as area needs require.

Skills & Knowledge:
- Switchboard experience and proficiency in operation of multi-line telephone console.
- Clear and pleasant speaking voice, with fluency in English language. Helpful, courteous and tactful manner with callers. Must be calm under extreme pressure. Strong listening skills.
- Ability to read and interpret Club reference materials, calendars, and schedules accurately, and to respond pleasantly and efficiently to caller inquiries. Ability to take reservations with accuracy.
- Proficiency with computer software, such as Word and Excel.
- General clerical skills, including ability to file, sort, and perform basic arithmetic.
- Familiarity with office machines.

Licensure/Certification:
- None

Special Working Conditions:
- Standard office environment.
- Nights, weekends and holidays are required.
- Holds, grasps, turns or otherwise works with arms, hands, and fingers.
- Must be able to lift up to 10lbs.
- Occasionally exerts minimal force to frequently lift, carry, push, pull, or otherwise move objects.
- Involves sitting most of the time but may involves walking or standing for brief periods of time.