

Please email Sally Tonningsen Assistant General Manager

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510-841-1380

## **BTC JOB DESCRIPTION**

**OVERVIEW:** The role of Desk Manager is one of the key positions at the BTC. The DM is regularly the face of the club and often the first staff member to meet new members or guests. In order to successfully fill this role, the DM must employ a combination of excellent customer service, knowledge of club policies and procedures, and the ability to answer relevant questions. This includes being able to direct someone to the appropriate staff, Board member, Committee Chair etc. Positive attitude, friendliness and outstanding people skills are required. The DM must be flexible and adaptive, working with both the BTC staff and interacting daily with the membership. The BTC is a member owned club and the DM must work with a diverse, hands-on membership.

## **PRIMARY RESPONSIBILITIES**

- \*Manage court schedule/two set light
- \*Answer member inquiries/requests
- \*Monitor guest sign-ins/ welcome club guests
- \*Assist with event sign-ups/ event management

## **TYPICAL DUTIES**

- \*Complete opening/closing clubhouse procedures
- \*Handle food/drink purchases in café during off hours
- \*Make hourly rounds of clubhouse, gym, pool
- \*Monitor clubhouse, Domingo Ave gate, pool access
- \*On request: Create signage, online lists, excel sheets, club collateral

## **EXPECTATIONS/REQUIRED SKILLS**

- \*Have a working understanding of club policies, rules and bylaws
- \*Practice good customer service, foster positive member relations
- \*Be prepared to answer questions and provide information
- \*Present a professional, appropriate appearance
- \*Understand the Staff Handbook. Be punctual and reliable. Communicate all schedule changes, requests for vacation/ sick days in compliance with employee policies.

**\*Participate in regular staff meetings, work in a cooperative manner with other staff and at the direction of management.**

**\*The job requires the ability to sit, stand, kneel and carry packages up to 25 lbs. If the DM is closing the club at night, the ability to pull the tarp to cover the pool is required.**

**WORK SCHEDULE Not to exceed 40 hours per week. Combination opening shifts (ex: 8:30am to 3:30pm) and closing shifts (ex: 2:30-9:30pm)**