

## **Marketing & Front Desk Manager**

### *Job Description*

The primary objective of this position is to market Club activities and amenities to members and the public while managing all front office related areas in an efficient, courteous, and professional manner that maintains high standards of service and hospitality. Specific duties include but are not limited to the following:

1. Collaborate with the Membership Director to create and manage content for the Teton Pines website including maintenance of the online member calendar of events, public facing site, menu updates, etc. consistent with established standards.
2. Manage the Teton Pines social media presence with weekly facebook and instagram posts.
3. Assist with membership projects & material printing.
4. Create and update Clubhouse television display presentations.
5. Greet ALL visitors & members with a welcoming demeanor & friendly hello.
6. Answer the telephone in a courteous and professional manner and direct the phone call to the appropriate department. Assist the caller in determining which department they may want to speak with.
7. Maintain and coordinate the 8x8 internet telephone system including assisting departments with call functions, phone questions, setting up voicemail and any technical issues.
8. Communicate with members and public regarding directions, information, events, and questions.
9. Take/distribute messages for/to various departments.
10. Take restaurant reservations prior to staff arrival and for specified events.
11. Explain the Limited Membership program to qualified guests and input into accounting/pos system.
12. Reservation allocations and advance itinerary/activity for Residence Club/Guests (2 units).
13. Maintain Clubessential, including check-ins, check-outs, guest accounting and limited memberships.
14. Manage check-in, departure, and housekeeping requirements for Residence Club.
15. Manage ski shuttle requests and occasionally drive the shuttle.
16. Assist with restaurant menu printing, event updates, and communications.
17. Check Club office supplies and reorder as needed.
18. Collect, sort and distribute mail and packages. Fed Ex shipping for Club departments.
19. Make sure lobby and entryway is tidy and organized throughout the day.
20. Other duties as assigned or requested by the Director of Membership & General Manager.
21. Must be prepared to be available for holiday and weekend shifts

**Supervises:** Responsible for coordinating tasks with the Reception Desk Assistant

**Reports To:** Director of Membership & General Manager

**Minimum Job Requirements:** The individual must display a positive attitude at all times and possess excellent communication skills, initiative, creativity, and accountability. Exceptional organizational skills, ability to multi-task, and computer proficiency are mandatory. Experience with InDesign, Photoshop, website content creation a plus. Full-time year-round 40 hour per week hourly position with benefits. Potential to move to salaried position. Pay range of \$22 to \$25/hour depending on skills and experience.