



Member Services Specialist

Facilities Description:

Needham Golf Club (NGC) was incorporated in 1923 as a member-owned, private Wayne Stiles designed golf course uniquely situated within the Needham, MA community, offering an enjoyable experience for golfers of all skill levels. The clubhouse was newly constructed in 2011 and includes a state-of-the-art kitchen facility and gorgeous views of the golf course. The clubhouse has a function room that seats up to 150 people, outdoor ala cart seating, a grill room, the main bar, and a smaller dining area off the grill room. The Club is open ten months a year and has approximately 700 members with a waitlist.

For more information, please visit the Club's website at www.needhamgolfclub.com.

Job Summary:

The Member Services Specialist will be responsible for providing excellent customer service and enhancing the overall member experience for the members in the Business Office.

Job Tasks (Duties):

- Day-to-day tasks include answering phone calls and emails from members and outside vendors.
- Assisting members with inquiries regarding their member charges and handling any billing issues on their accounts.
- Process all member payments and bring the deposits to the bank.
- Input all vendor invoices and be the main point of contact for Accounts Payable inquiries.
- Input all server tips for payroll purposes.
- Be responsible for general administrative tasks and projects for the Business Office.

**Candidate Qualifications:**

- Strong Microsoft office skills including Excel.
- Excellent Phone, Communication, and Member service etiquette.
- Strong Team player and positive mindset.
- Strong interpersonal and problem-solving skills.
- Prior experience in an administrative, office assistant or member service role required.
- Experience in the club or hospitality industry a plus, and experience with Club Software (Northstar, Jonas, etc) is preferred.

Job Value/Compensation:

Commensurate with qualifications and experience. A part time position to start, this could turn into a full-time role for the right candidate.

Reports to:

Business Manager

Please send your Cover Letter and resume to Sarah Croopnick at scroopnick@needhamgolfclub.com

NO PHONE CALLS PLEASE.