

BELLAVITA CLUBHOUSE COORDINATOR JOB DESCRIPTION (12/1/2016)

Reporting Structure

The Bellavita clubhouse coordinator reports to the Bellavita Clubhouse Manager.

Job Summary

Graciously greets residents and guests, handles incoming calls and requests for information and performs general administrative duties with high standards of quality in all aspects of the position.

This position is a full time employee position however, the work week schedule is variable for the 40 hours and will include Saturday and Sunday hours as well as some evening work hours. Overtime may be requested by the Clubhouse Manager.

Essential Functions:

- Coordinates the duties and assignments of the front desk staff to include essential functions listed below.
- Coordinates administrative duties, receptionists scheduling and assigns work to receptionists such as newsletter assembly and lobby TV screen information development.
- Answer telephone, assisting callers and/or taking messages when necessary
- Assist residents and/or guests during their visit to the clubhouse, insuring that everyone is properly identified and assist homeowners in understanding rules and regulations.
- Meet and greet prospective homeowners by answering their questions regarding the clubhouse and giving them a tour of the facilities and conduct new homeowner orientation
- Ensure that rules and regulations of the clubhouse are maintained
- Prepare flyers and/or tickets for upcoming events
- Send and receive faxes for residents and clubhouse office and make copies for Board, committees, residents and clubhouse office.
- Prepare telephone and address list of all residents on a quarterly basis
- Prepare birthday/anniversary list each month and post on bulletin board
- Maintain visitor pass log and collect visitor fees for use of pool, spa or exercise equipment
- Maintain database of resident security forms, addresses, phone numbers, vehicle license plate numbers, parking stickers, birthdays and addresses
- Make ID badges for residents
- Schedule orientation for new residents & schedule conference rooms and clubhouse activities usage.
- Train receptionists.
- Sell tickets for clubhouse functions.

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- Manage office supplies and club consumables items for kitchen and ballroom.
- Process invoices and other documents to managing company.
- Support the operations of the Clubhouse and Club events as directed by the Clubhouse Manager.
- Opening duties:
 - Unlock doors, turn on computers, TV and music system
 - Log into payroll computer
 - Check phone messages and distribute to appropriate individuals
 - Straighten rooms as necessary
- Closing duties:
 - Close out cash register
 - Straighten rooms: papers and trash picked up off the floor, chairs neatly around tables or under desks, magazines stacked, billiards equipment put away, extra chairs returned to proper place
 - Log out of payroll computer
 - Lock doors and turn off computers, TV, music system, exercise equipment & fans and adjust thermostats to normal schedule.

- Other duties assigned by Clubhouse Manager.

Probation period: This position has a 60 day probation period after which an evaluation will be made by the supervisor as to continuing employment at this position.

Knowledge, Skills and Abilities

- High school diploma or general equivalency diploma (G.E.D.)
- Minimum of 2 years general office experience
- Excellent interpersonal skills
- Excellent communication skills
- Excellent organization skills
- Understanding and use of computer operations such as web pages and Microsoft Office.

Signature accepts the position_____