Job Title: Receptionist	**Department:** 100
FLSA Status: Hourly Non-Exempt	**Salary Range:** $15.00 to $18.00
Reports To: Controller	**Issue/Revision Date:** September 28, 2018

Essential Function:
- Greets Members and Guests assisting them in any manner.
- Operates switchboard and forwards calls to correct person or department.

Nature of Position:
- Will work under the supervision of the Controller.
- Will work closely with all other Administrative staff.
- Will have daily contact with the Members and Guests of Spring Run Golf Club.

Qualifications:
- Ability to lift and carry up to 50 pounds.
- Knowledge of computers, must know Microsoft Office (Northstar knowledge helpful).
- Knowledge of Administrative Functions.
- High School diploma required.
- Grooming and personal hygiene to meet standards.

Success Characteristics and Requirements:
- Must have understanding of Spring Run Golf Club's Mission Statement and how it relates to multiple operations in the golf business.
- Must have understanding of Spring Run Golf Club's Mission Statement and how it relates to multiple operations among departments.
- Must be customer service oriented and be able to provide superior customer service.
- Must maintain high visibility with the Membership.
- Must be in compliance with and actively support a Drug Free Workplace.
- Exhibit a "Can-Do" attitude.
- Jovial, outgoing, able to maintain a calm and collected demeanor while multi tasking.
- Able to work under stress, be able to work at a fast pace.
- Attention to detail, ability to recognize Members and address with proper sir name and title.

Necessary Personal Characteristics:
- Be a "people" person.
- Must have the desire and dedication to provide superior customer service.
- Support and implement customer service culture throughout our department and our organization.
- Be courteous and personable to Members, Guests, Vendors, Co-workers.
- Be a proactive member of the team. Support goals, objectives and culture within the organization.
- Exhibit professionalism and expressed interest of improvement through enhanced developmental skills, exhibit leadership and expressed direction through own self actions.
- Must be able to handle and prioritize multiple functions and responsibilities simultaneously.
- Must be able to manage time and establish priorities. Be a self-starter.
- Honesty, integrity with a strong commitment to Spring Run's values.
- Must pay close attention to details.
- Must be well received and accepted by the members, residents and fellow team members.
- Be a leader, lead by example.
- High energy, positive "can-do" attitude.

- Organization skills a must.

Principle Activities:
- Responsible for greeting Members and Guests in a professional and courteous manner. Assist with any questions they may have.
- Responsible for answering phones, taking messages, and route calls as needed.
- Responsible for sorting and distribution of incoming mail.
- Responsible for collecting and posting outgoing mail.
- Responsible for maintenance and updates of Member and Guest database in Northstar and Website.
- Responsible for typing Letters and Administrative Correspondence, as needed.
- Responsible for office supplies and order them as needed.
- Responsible for ARC approvals and follow-up.
- Responsible for incoming fax distribution.
- Responsible for daily check deposit process.
- Responsible for updating the Member pictures in database.
- Responsible for weekly Open House listing (provide copies to the gatehouse on Fridays).
- Responsible for Access Control database.
- Assist Administrative Staff as needed.
- Performs other related duties as requested.

EEO Category:
- Service Worker

Receipt / Acknowledgement

I have received a copy of my job description and have read or had it read to me. If I have any questions regarding this job description, I understand that it is my responsibility to ask my immediate supervisor or other member of management above them.

_____   _____
Date   Employee Signature

                                        _____
                                        Employee Name Printed

To Supervisor: Following the employee's signature, forward to HR to be placed in employees personnel file