



Job Title: Membership & Activities Intern	Department: 600
FLSA Status: Hourly Non-Exempt	Salary Range: \$17.00
Reports To: Director of Membership & Activities	Issue/Revision Date: September 19,2024

Essential Function:

- The Membership & Activities Intern assists with the facets of Club operations pertaining to Membership & Activities, including general office duties, program management, event coordination and assisting members as needed.

Nature of Position:

- Will work under the supervision of the Director of Membership & Activities.
- Will work with other clubhouse staff and will have interaction with members of Spring Run Golf Club.
- Will mostly work inside on a day-to-day basis.

Qualifications:

- Ability to lift and carry up to 50 pounds.
- Position requires knowledge of the Microsoft Office Suite.
- Must have excellent communication and customer service skills.

Success Characteristics and Requirements:

- Must have understanding of Spring Run Golf Club’s Mission Statement and how it relates to multiple operations in the clubhouse.
- Must have a high degree of organizational skill and problem-solving ability; specifically, the ability to work as a self-starter.
- Resourceful in finding information and answers from within and outside the organization without prompting micromanagement; a consummate self-starter.
- Respect for details; ability to execute accurately at a high level without excess supervision.
- Ability to prioritize/execute to achieve desired company and project goals with prudence and sense of urgency.
- Must be customer service oriented and be able to provide superior customer service.
- Must maintain high visibility with the membership.
- Exhibit a “Can Do” attitude.

Necessary Personal Characteristics:

- Be a people person - courteous and personable with members, co-workers and vendors.
- Must have the desire and dedication to provide superior customer service.
- Be a proactive member of the team - support goals, objectives and culture within the organization.
- Must be even-tempered and work well under extreme pressure.
- Must be well-received and accepted by the members, residents and fellow team members.
- Must be able to gain the cooperation and respect of staff members and peers.
- Proactively solve problems and anticipate the needs of the membership and staff and react.
- Possess honesty and integrity.
- Personal and social habits outside the job need to reflect the respect and responsibility of the position.

Principle Activities:

- Assist in tracking and managing event registrations.
- Update the website to reflect any changes to the Membership or Activities departments.
- Assist in facilitating member events including event setup/breakdown.
- Answer member inquiries and accommodate requests for assistance.

- Assist with management of the Players Club, Fitness Program and iLife Activities.
- Update spreadsheets and the online membership database.
- Take calls, log voicemails and respond to emails
- Assist in keeping the areas around the Clubhouse clean, and call attention to the Director of Membership & Activities of any maintenance issues needing addressing

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