



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Experience and Membership Coordinator

Division: Sales and Services

Department: Experience

Responsible To: Experience Manager, with a dotted line to the Rental and Membership Manager

Role Summary

Reporting to the Experience Manager, the Experience and Membership Coordinator is responsible for the administration and support of the Experience department including retail as well as performing concierge duties. This role is also responsible for supporting the Rental and Membership Manager, maintaining the membership and homeowner database. The Experience and Membership Coordinator will need to anticipate homeowner, member and guest needs, ensuring that each guest has a memorable experience.

Responsibilities

- Assist the Experience Manager in all administrative requirements
- Maintain superior customer relations by acting as a liaison between Friday Harbour, homeowners, members and guests
- Responsible for the administration of the retail requirements for the Welcome Centre and Harbour Master building; including sourcing out new products and updating the retail database
- Assist with restocking retail items and conducting inventory or spot checks
- Maintain an organized, well stocked, visually pleasing retail space
- Responsible for training experience attendants
- Assist with the Health and Safety Program for experience associates
- Will be scheduled as an experience attendant as required
- Secure reservations from future guests and makes changes to reservations as required
- Process guest check-in, confirm reservations and issue room key
- Provide detailed descriptions of activities and events and confirm enrollment or sign up
- Responsible for computing bills, collecting payments and completing retail transactions
- Promote current and upcoming special events and activities
- Provide concise and accurate directions
- Research new local area community partnerships and events
- Build strong relationships with local community and local businesses
- Maintain the Welcome Center in a tidy and presentable manner
- Coordinate with Sales and Services, Resort Services, Property, Technology and Finance divisions to respond to all homeowner, member and guest requests
- Distribute all requests to the appropriate division in a timely manner
- Provide the Rental and Membership Manager with administrative support
- Responsible for signing up homeowners and members
- Enter and maintain all membership information in data management system
- Act as a contact for members for day to day administration requests



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- Answer all telephone inquiries in a polite and friendly manner, following service standard telephone policies
- Respond to telephone, e-mail, web, and in-person inquiries from various parties
- Provide a timely response to inquiries and requests
- Address all customer complaints professionally, leaving the customer with a positive resolution
- Welcome and acknowledge every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Degree, diploma or certificate in hospitality, travel and tourism or other related discipline
- 3 – 5 years' work experience in guest relations required
- Experience in front desk or customer service in a luxury environment required
- Strong knowledge of the local area
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with property management, sales and event management software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion



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Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.