



Job Description - Office Staff

Reports to - Membership and Client Services

Job Summary: The Member Services Desk Attendant is the first facial and vocal impression of the Riviera Club, greeting members and visitors in person and by phone. This position also is tasked with being an “information point person” of all happenings at the Club.

Key Employment Objectives:

- 1) Welcome and register members and guests with cheerful personality.
- 2) Verify the status of members upon arrival.
- 3) Receive incoming calls and answer inquiries or forward to the appropriate party.
- 4) Take reservations for events and registrations for programs.
- 5) Attend to the Front of House appearance through maintaining a clean and orderly look of public spaces.
- 6) Receive Point-of-Sale (POS) transactions and balance a shift cash drawer.
- 7) Other tasks as needed, regardless of immediate direction.

Supervises: None

Requirements:

Strong communication and interpersonal skills

Self-motivation

Ability to function in a highly detailed environment and work under stress

The ability to count and handle money in an orderly fashion

A strong work ethic and a positive attitude

Additional Preferences:

Basic understanding of Microsoft Office

Experience with CRM (Customer Relationship Management) software

First Aid and/or CPR Certificates (CPR required but can be obtained post-employment)

License/Certification requirements:

None required.

About the Riviera Club

Founded in 1933, The Riviera Club is a 501(c)7 not-for-profit Member-owned recreational and social club located on the north side of Indianapolis. Under its published Mission Statement, Membership is open to “people of good humor and high character...without regard to gender, religious or ethnic background.” A variety of programs are available to Members including US Swimming-accredited swim teams, aquatic and fitness programs, tennis, days camps, dining and other activities, with some offerings open to the general public. Rivi is owned by over 1300 families. Facilities feature four outdoor pools including an outdoor championship pool (one of the largest in the Midwest) containing 1.2 million gallons of water, 8 outdoor tennis courts, two indoor pools, a fitness center, gymnasium, meeting rooms, and a ballroom/dining room.

The Riviera Club, Inc. is an Equal Employment Opportunity Employer.