



Receptionist  
Immediate Opening

At our lakefront location in downtown Kelowna, we provide our members with top-quality moorage in Canada's largest fresh-water marina, members and guests with excellent food and beverage service, social events and opportunities to assist others in the community. Kelowna Yacht Club has one of the best locations on the Okanagan Lake for catered events – weddings, corporate meetings, and training. Kelowna Yacht Club has been supporting boater education and safe, responsible enjoyment of Okanagan Lake since 1945.

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*Position Summary*

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As the first point of contact for all members and non-members, this role acts as the face of the Club. The Receptionist is part of the Member Services Team and provides exceptional customer service to both members and non-members by ensuring a welcoming, positive and professional experience at the Kelowna Yacht Club.

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*Key Responsibilities*

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*Customer Service and Marketing*

- Assure prompt and courteous service is provided to all members, whether in person, by phone or email. (providing a weekly recap to the Member Services Manager, sooner if trends are noticed).
- Monitor the general email account and forward emails to appropriate staff.
- Primary phone reception during office hours.
- Initial contact for members/non-members regarding all things associated with the Kelowna Yacht Club
- Possess and provide general information on the various aspects of Club life with enthusiasm and in-depth knowledge.
- Be the in-house sales representative of the Club selling memberships, events, sailing school and merchandise.

- Know and observe all club policies, regulations and Bylaws and ensure that they are complied with.
- Provide updates on any items that are outdated to the Member Services Manager.
- Create Club events in Jonas and other applications i.e., Gifttool, Regatta Network as required.
- Assist in club marketing and membership drives as required.
- Other customer service and marketing related tasks as required.

#### *Administrative*

- Provide administrative support to the Member Services Manager as required.
- Be the primary resource for general website maintenance – updating information/ads/hours of operations/current information.
- Maintain Jonas database ensuring data input is accurate and relevant.
- Maintain a key card access database; assign, cancel key cards for members, staff and vendors as required.
- Monitor door access controls and security cameras; provide access to members and non-members as per policy.
- General office duties including but not limited to; filing, mail processing, decal issuance.
- Monitor Emergency Marine Radio as required.
- Other administration related tasks as required.

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#### *Desired Skills and Experience*

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#### *Requirements*

- Customer service telephone skills – positive tone, sincerity, accuracy, attentiveness
- High level of ability to learn and work with new software programs
- Proficient in Word, Outlook, Excel and PowerPoint. Knowledge of Jonas software will be considered an asset
- Back-end website and database experience will be considered an asset
- Social media platform experience will be considered an asset
- Ability to assess volume of demand and direct overflow as required
- Collaborate with team members and share information with other departments
- Communicate effectively with all stakeholders and in all avenues of communication
- Problem solver – smart and creative thinker
- Able to maintain confidentiality/privacy of information
- Coverage as needed to meet business demands - i.e. occasional evenings, weekends and public holidays/event days
- Willingness to learn
- This job requires the ability to work in a shared office environment

### *Education and Experience*

- High-school diploma paired with one to three years of proven customer service focused experience
  - Or
  - A minimum of two years of business, hospitality or customer service focused post-secondary education
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### *Accountabilities*

- Time management
  - Organizational skills
  - Communications internal and external
  - Website updates
  - Customer Service
  - Flexibility
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### *Reporting*

This position reports to the Members Services Manager.

This position is based on 32 hours (four days) per week.

Full-time Positions are eligible for Extended Medical Benefits upon completion of 3 months of employment, as well as accrued vacation.

#### **TO APPLY:**

Apply on-line at [www.kelownayachtclub.com/careers](http://www.kelownayachtclub.com/careers) or submit your resume to the Receptionist at Kelowna Yacht Club.

Please note, application review will begin immediately, and the job ad will close when a candidate is selected.

Kelowna Yacht Club is an equal opportunity employer.

We thank all applicants; however only those candidates selected for an interview will be contacted.