



Member & Guest Services Coordinator

Established in 1961, Rolling Hills is a private member-owned country club located in Wilton, Connecticut. Today, the Club is a diverse, family-oriented, and inclusive country club that provides its membership with first class facilities, dining, and recreation year-round. Rolling Hills Country Club features an 18-hole, par 71 championship golf course and hosts approximately 20,000 rounds annually. Other amenities include a six-lane swimming pool, seven Har-Tru, four pickleball courts, four court paddle facility, fitness center, a 300-seat ballroom, casual and formal dining rooms, two outdoor patios and a bar/lounge. Adult and junior programs are offered in golf, racquets, swimming. The Club also offers summer camps and various social programming for children and adults. The 55,000 square foot clubhouse is open year-round; The Club offers dining Tuesday through Sunday; dining hours vary by season and private functions occur throughout the week, with large Weddings, Bar/Bat Mitzvahs and other occasions often scheduled on the weekends.

Job Summary

Create a lasting, positive experience acting as a central information source for members and guests during their time on property. Provides sales, marketing, and administrative support to the staff as well as support services for all members and their guests.

Job Knowledge, Core Competencies and Expectations

- Answer all incoming calls to the member and guest services reception desk.
- Manage all dining and event reservation for members and guest and keep senior staff updated.
- Review current day's expected arrivals for booked events and member activity. Maintain efficient and effective flow of information with members/guests and all internal departments.
- Serve as a central Club information source for members and guests. Address concerns make suggestions and identify workable solutions with accuracy and efficiency.
- Greet and direct members and guests upon entering the lobby and assist as needed, enthusiastically approaching, and responding to all inquiries.

Responsible for member communications, including but not limited to:

- Mobile app
- Text messaging program
- Memorandums
- Letters
- Club announcements
- Member newsletters and reports
- Manage Club member and public website as well as social media
- Facebook
- Instagram
- LinkedIn

- Maintain and develop strong relationship with current members to maintain a high level of member satisfaction.
- Maintain general understanding of membership categories, sales processes, and new member enrollment processes. Provides support in these areas.
- Maintain general understanding of special event offerings, sales processes, and execution. Provides support in these areas.
- Assists in the implementation of the Club's sales and marketing campaign.

Compensation:

The Club will offer a competitive compensation plan, along with standard benefits.

Please send cover letter & resume to Steven Revelant, General Manager
Srevelant@rhcconline.com