

About GreatHorse

Greathorse is a private country club located in Hampden Massachusetts. At GreatHorse we are devoted to the pleasure of every member, and every member of the family. Casual yet elegant, we have elevated the concept of a family-friendly club to include world-class sports, resort-style indulgences, and dining at its finest. It's not likely you'll find the same relaxed luxury and level of refinement at any other country club in the region.

Job Description

The concierge position is one of the most important here at GreatHorse because they are highly depended on by every member and management of the club. This position consists of 3-4 people working as a team to fulfill the needs of members and every department head. You will be responsible for directing phone calls, text messages, and emails in a timely manner. Greeting members when they enter the club, creating flyers for upcoming events, making dining, event, and activity reservations, and so much more. Most importantly, the concierge is one of the first faces when someone enters the club.

Job Skills & Responsibilities

- Must be available to work weekends, evenings, and Holidays.
- Must have the ability to multitask in a high paced environment.
- Must be able to work well with a team as well as independently.
- Must have strong communication skills.
- Must be a self-motivator and be able to independently prioritize tasks.
- Must be willing to develop a strong knowledge of the club's facilities and services as well as member relationships.
- Must be able to use proper phone etiquette standards.
- Making member and guest reservations for dining, events, and activities when requested.
- Stay current and up to date with club services and offerings.
- Provide support to management as required.
- Maintain a professional manner with an emphasis on hospitality and member / guest service.
- Must have the ability to meet and exceed members expectations and provide solutions to all requests.

Qualifications

- Experience in customer service preferred.
- Familiar with Microsoft Office **and** Google programs.