**Job Purpose:**   To provide club members with a range of services designed to create a positive member experience when participating in activities and while using the club facilities

**Hours:**Full-time hours (40) between Monday to Sunday between 7 am and 11 pm

**Rate of Pay Range:**  Starting at $15/hour

**Apply by email**: mackinnon.matthew@gmail.com

**Qualifications**

* Strong interpersonal and communication skills;
* Enthusiastic, personable and customer service oriented;
* Ability to work independently and as part of a team;
* Strong time management and organization skills;
* Some physical labour required (roughly 1-2 hr. of court maintenance per shift);
* An interest or background in tennis is an asset;
* Bilingualism will be considered an asset; and
* Must be 18 years of age or older.

**Job Description/Principle Duties:**

The Club Steward is the first person a club member meets when they walk into the club. A steward’s primary task is to provide excellent customer service to members and guests.

This includes, but is not limited to:

* Providing information about memberships, instructional programs, summer camps, special events and club policies;
* Booking courts, signing up new members and registering participants for instructional programs;
* Responding to all member needs or questions;
* Operating the canteen which includes the serving of alcoholic and non-alcoholic drinks and snacks;
* Assisting the Board members in the organization and preparation of social events;
* Advising members, as required, when their booking is finished; resolving issues that arise related to court access or referring them to the Club Manager; and
* Coordinating Wednesday, Thursday and Sunday round robins.

Stewards also do daily court maintenance which is essential to keeping our six clay courts in superb condition. A Steward will typically spend 20% of their time on court maintenance tasks.

In addition, the Steward is responsible for keeping the clubhouse clean and tidy. . This is typically done during slow periods and takes roughly 10% of the Steward’s shift and includes cleaning floors, toilets and sinks; ensuring that the patio and deck are tidy; ensuring the storage cabinets are kept tidy and locked; emptying garbage cans, watering plants, ensuring the courts are free of any litter / debris and emptying court garbage bins.

If hired, a police check, first aid certification and SmartServe certificate are required prior to commencing employment.