



Position	Beach Concierge
Classification	Full-time/Part-time, Seasonal, Non-Benefit Eligible
Reports to	Aquatics Director
Supervises	None
Salary or Hourly	Hourly

Job Summary:

The Beach Concierge position is a working hourly position responsible for providing concierge services and helping with equipment usage for members and guests according to BHYC standards of service. Responsible for being the point of contact for BHYC members and their guests upon arrival to the Beach.

Job Duties:

- Greet all members and guests upon entering the beach area
- Assists members and guests with requests and concerns
- Provides schedule of activities and other club information to members and guests upon request
- Upon member arrival ensure assigned towel and current number of chairs is offered to each member and guest, logging towel sign out with correct member number and name and walking each member to assigned chairs and carry towels as needed.
- Mark and group members in beach chairs with service flags, maintain service to beach chairs
- Assists in maintaining towel bin to be kept presentable and fully stocked
- Collects used towels from beach area to be taken to Laundry and replenish towel bin
- Manages and maintains use of recreational watercraft including paddle boats, paddle boards, kayaks, and lifejackets
- Assist in making arrangements for dining reservations as requested
- Reports unauthorized guests to management in and/or around Club Facility
- Collect Lost and Found items; valuable items such as phones, wallets, etc. can go directly to office area
- Maintain cleanliness of the beach area, including refreshing bathrooms, cleaning up trash, and other duties as assigned
- Communicate with other department members and supervisors/managers on any guest issues
- Perform other duties as assigned

Education and/or Experience:

- 1-2 years experience in customer service field or related areas preferred
- High School Diploma preferred

Job Competencies:

- Ability to work in a fast-paced environment
- Strong organizational skills to prioritize work activities
- Strong interpersonal skills required
- Excellent written and verbal communication skills
- Ability to be flexible and self-motivated
- Exceptional customer service skills
- Being able to work alone or as a team

Working Conditions:

Work will generally be performed in both indoor and outdoor environments. Outdoor temperatures can range from 50F to 90F during summer months, and there will be exposure to loud noises and sustained elements. Working schedule is generally 40 hours per week, with some holidays and weekends required. Must have the ability to lift up to 30 lbs. as required. General standing, walking, lifting, pushing and pulling movements are required.