

## Club Attendant

Hollyburn Country Club is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business. Located in the beautiful British Properties in West Vancouver, the club is a short 5 minute drive from Park Royal or a bus right to the front gate.

We pride ourselves on the excellent employee experience that we offer and we are firm believers that everyone should enjoy their work. We offer benefits for both full and part time employees, employee engagement initiatives (staff events and games), employee recognition programs and development opportunities.

### Job Snapshot

Employment Type:	Full-time, hourly + Part-time, hourly
Benefits:	Yes*
Reports to:	Herman Ellis – Housekeeping Supervisor
Location:	Hollyburn Country Club, 950 Cross Creek Road, West Vancouver, BC

### **JOB OVERVIEW:**

Under the direction of the Housekeeping Supervisor, the Club Attendant ensures that all club facilities are maintained to the highest standard and that members and guests receive courteous, prompt and professional attention to all service inquiries. The club attendant may be scheduled to work in a variety of functional roles including: laundry, housekeeping, and/or as a spa attendant.

### **ROLE RESPONSIBILITIES:**

#### **Laundry Attendant:**

- Wash, dry and roll towels; continually replace used towels with clean rolled towels to key areas
- Dust, clean and maintain a healthy laundry room; some small laundry maintenance
- Answer radio calls for assistance
- Other duties as assigned

#### **Housekeeping Attendant:**

- Service assigned areas
- Dust and wipe televisions and polish tabletops; clean glass door entrances, drinking fountains, toilets, mirrors, sinks and vanities
- Dust and wipe counters and ledges; dust and clean light shades and fixtures
- Wipe finger marks from walls and doors
- Vacuum carpets
- Empty all wastebaskets, if needed
- Polish brass; wash inside windows; refill soap, tissues, napkins and toilet paper

- Clean air vents
- Answer radio calls for immediate assistance
- Immediately report any maintenance issues to the Housekeeping Supervisor or the Engineering Department
- Other duties as assigned

## **Spa Attendant:**

- Responsible for the upkeep and service for the Spa and pool change rooms
- Refill supplies in shower and change room; ensure towels are readily available for members
- Perform frequent walk through of all areas relating to the Spa and pool change rooms
- Attend to member and guest needs – locks, lockers, lost and found items, etc.
- Conduct membership and age checks
- Answers radio calls for immediate assistance
- Immediately report any maintenance issues to the Housekeeping Supervisor or the Engineering Department
- Other duties as assigned

## **REQUIREMENTS:**

- Must be available to work flexible shifts (days, evenings and weekends)
- Building Service Worker certificate(s) from a recognized training provider or an acceptable combination of training and experience.
- Ability to work independently as well as under supervision
- Demonstrated ability to work well within a team
- Availability and willingness to work a wide variety of shifts, including evenings, weekends and holidays
- Exceptional service attitude
- You agree to get a Criminal Record Check with a vulnerable sector search at your local Police Department immediately upon being hired --- you will be reimbursed for this expense in full
- You currently live the values of the HCC Staff team: being Powered ON or energized at all times; displaying a Service First attitude (excellent customer service skills); and creating FOMO (the fear of missing out) in your daily interactions
- You consistently display evidence of the following key characteristics required for optimal delivery of customer service to members, guests, and staff: (1) enthusiasm, (2) teamwork, (3) initiative, (4) adaptability, (5) empathy, and (6) accountability
- You go above and beyond to demonstrate awareness and understanding of Hollyburn's aim to deliver exceptional service to its members

## **STAFF BENEFITS**

- Competitive wages & extended health benefits\*



# Hollyburn Country Club

- On-duty staff meals (taxable benefit for full-time and part-time employees only)
- Free on-site parking
- Rewards and recognition programs
- Development and educational opportunities
- Career advancement opportunities
- Seasonal staff team building events & activities
- Exclusive access to Workplace©, our new internal communication tool for HCC Staff
- Staff discount in the Sports Boutique

*\*PT and FT staff eligible for benefits after passing 3-month probationary review*

**Sounds like Hollyburn Country Club will be a great fit for you?**

Apply today! Please send your cover letter and resume to the Hiring Manager for this role:

Hiring Manager's Name & Position:	Herman Ellis, Housekeeping Supervisor
Hiring Manager's email address:	HEllis@hollyburn.org

\*No phone calls please. Only shortlisted candidates will be contacted.

Thank you for your time --- We look forward to hearing from you!

Sincerely,

