

Human Resource & Member Services Coordinator Fircrest Golf Club, Fircrest, WA

Fircrest Golf Club is a private 18 hole Golf Club located just outside of Tacoma. Designed by renowned golf course architect Arthur Vernon Macan in 1923, it has stood the test of time ever since. Hosting tour events in the 50's and 60's and many State and Association tournaments since after. Arnold Palmer, Ben Hogan, and Babe Ruth are all part of the celebrity history of Fircrest. With Ben Hogan stating "I've played a lot of golf in my day and for me the opening three holes at Fircrest are simply the best in golf." As part of the team at Fircrest, it is our goal to professionally maintain and provide an excellent golf experience for all members and guests.

Job Summary:

The Human Resource & Member Services Coordinator performs human resource related duties including new hire processing and orientations, personnel and payroll related recordkeeping, timekeeping maintenance, personnel changes and inquiries and other duties related to the management of personnel. This team member also supports the Controller by assisting with member payment support and processing, member billing inquiries and adjustments and daily reconciliation cash reconciliations including team member tip processing. This team member is frequently required to use initiative and judge what is in the best interest of the Club.

Job Knowledge, Core Competencies, and Expectations:

Conducts themselves in a commendable, responsible, and professional manner at all times and encourages other team members to do the same to reflect the intended image of the Club throughout the Community.

- Demonstrate effective interpersonal relations skills, strong and proactive communications, and efficient delivery and gathering of information through numerous mediums such as orally, in writing, and electronically to the entire Club Membership, Team Members, and Vendors.

Job Duties include, but are not limited to:

Processes and reconciles monthly membership billing including but not limited to monthly fees, annual donations, monthly and annual storage fees, scheduled billing, monthly dues and taxes, and annual WSGA dues.

- Reconciles food and beverage charges, golf deposits, cash, and credit cards daily.
- Works cooperatively with other Team Members to provide excellent Member service.
- Answers all verbal and written requests from Members including, but not limited to statement charges, corrections, and adjustments for all charges.
- Processes all ACH and check Member payments.
- Produces Member statements and maintains database of Member information.
- Participates in month end close activities, including analysis for journal entry preparation while ensuring accuracy and timeliness.
- Participates in month end activities via communications and issue resolution, including bringing issues to management's attention before they affect productivity.
- Assist with the oversight of the Front Desk Operations.
- Knowledgeable of all front desk procedures and policies, including, but not limited to reservations, petty cash processing and reconciliation, supply ordering, mail distribution, guest request fulfillment, general office work, etc.
- Assist with the drafting and maintenance of Club policies, manuals, Team Member Handbook, job descriptions, the internal organizational structure, and incentive programs or help to develop and approve those written or published within the Club.
- Alongside the GM/COO, establish, record, maintain, and report all safety and legal related matters such as but not limited to OSHA, Labor and Industries, federal, state, and local ordinances, and regulations.
- With the GM/COO and Controller, source, initiate, maintain, and report regarding the necessary entities who provide the Team Member benefits and policies included but not limited to Insurance, 401k, subscriptions, bonuses, and stipends.

Qualifications:

Great multi-tasking skills, communication skills both verbal and written; HR/Payroll experience in processing and recordkeeping; Accounting/Bookkeeping experience in data entry and reconciliation.