



CUSTOMER SERVICE REPRESENTATIVE



WHAT IS OUR STORY?

The Club brings families together and our Club is a 2nd home to over 1,500 members. We've got a strong foundation and continue to modernize our service offerings to ensure multi-generational enjoyment throughout 275 acres of breathtaking, panoramic scenery. Although the Club began as a hunting club in 1885, over the years, amenities such as dining, golf, tennis, pickleball, trap and skeet and fitness were added to enrich member experience. Club members have a history of excellence in business, athletics, and altruistic pursuits.

YOUR CAREER AT THE CLUB

We strive to meet the needs of every member, whatever their interest may be. In doing so, we are looking for motivated individuals to join the Club's highly talented team to continue to offer a variety of activities, social events, dining opportunities and much more for all members, young and old. The London Hunt and Country Club prides itself on creating not only an exceptional membership experience but a memorable work environment as well.

ROLE OVERVIEW

We are seeking reliable, highly motivated, seasonal **Customer Service Representatives** to cater to our tennis and pickleball members. You will accept tennis/pickleball court bookings in person or over the phone. You will be responsible for Racquet Pro Shop sales and merchandising. You will prepare and serve food and beverages to members and assist with special events as required. You will be responsible for ensuring the Racquet Chalet is presented in the best possible condition while having the ability to work in a "we before me" team environment. You will strive to maintain a safe and clean environment, including daily dishwashing duties and ensure all amenities are always stocked. You will perform general cleaning duties, including vacuuming, dusting surfaces, tidying washrooms, cleaning counters, empty garbage's and any other task as required.

Please note that this seasonal contract will be from mid April until the end of October.

Flexible working hours: morning shift (roughly 7:00am to 3:00pm), afternoon shift (roughly 2:00pm to 9:00pm) and evening shift (roughly 5:00pm to midnight) but must be available to work weekends and holidays.

THE CLUB IS AN EMPLOYER OF CHOICE

Every Club employee has an important role to ensure the enjoyment of the facilities by all members. We know that our employees are vital to ensure the success of the Club and will hire, develop, and reward the best people available. The Club has partnered with local businesses which allow for savings opportunities for employees and their families. Club employees have a chance to experience the joy of playing the same professional golf course conquered by some of the best players in the LPGA and can enjoy playing tennis on one of our ten clay courts or pickleball on one of our six courts built in 2021. Whatever your career ambitions are, the Club offers a chance to develop your skills and creates opportunities to cross-train should your interests change over time. Joining the Club family is not only about a having a job, but also about finding what drives you to be the best version of yourself.

WE WANT TO HEAR FROM YOU!

Our members enjoy exclusive access to our professionally laid clay tennis courts and pickleball courts, and with a waitlist to join the Club, we expect our tennis and pickleball staff to deliver exceptional service. The successful candidate will have at least one year of retail experience and be comfortable with point-of-sale systems. You have experience with food and beverage preparation and service. You have strong communication skills and can respond to customer inquiries and concerns in a positive manner. Hours of work may vary, and you are available to work a flexible work week which includes some days and nights during the week and on weekends, including holidays.

Completion of the Smart Serve and Safe Food Handling Certificate is required prior to your start date at the Club. Knowledge of the sport of tennis and pickleball will be considered a strong asset.

COMPENSATION

We offer a competitive compensation, which will be commensurate with experience.

If you are committed to playing a key role in the success of the Club, we invite you to email your resume to careers@londonhuntclub.com. We look forward to working with you!

No phone calls please. Applications will be accepted, in strict confidence. We appreciate all the applicants expressing an interest in this position, however only those selected for an interview will be contacted. Thank you for your interest.

The London Hunt and Country Club is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds. The London Hunt and Country Club provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and Controller will work with the applicant to meet the job applicant's accommodation needs.