Position Title: Bell Captain

Reports to: Front Office Manager and Assistant Front Office Manager

Position Summary:
The Bell Captain is responsible for the supervision of the Bellmen/Doormen, Night Watchman, Messenger, Backdoor Security and Coat Check. Other duties include payroll and scheduling, managing the Gift Shop/Cigar Stand; mailroom and dry cleaning service. Perform duties of a Concierge; assisting with airline, car, dinner reservations, directions.

Essential Functions:
- Monitors all traffic at both entrances. Ensures mats are placed when needed.
- Monitors members and non-members attempting to enter the Club.
- Monitors Doorman and valet service as needed.
- Monitors Coat Check room as needed
- Follows Emergency procedures as set forth in Emergency Response Plan.
- Must be familiar with and ensure all standards and dress code requirements of the Club are met.
- Process express, ground or courier deliveries of mail and packages.
- Supervises Cigar stand/Gift Shop by re-stocking, merchandising, re-order as needed.
- Greets members and guests immediately according to Club standards. Performs Concierge duties such as responding to inquiries with accurate information regarding outlet hours of operation, directions to local attractions, meeting rooms, car rentals and airline shuttle service, etc. according to individual needs.
- Promptly and courteously answers telephone calls, takes and delivers guest messages as necessary; ensures the delivery of mail, small packages and facsimiles.
- Fields guest complaints, conducting thorough research to develop the most effective means to resolve problems or direct the guest to the most appropriate person to assist them. Remains calm, alert and exercises proper judgment during emergency situations and heavy Club activity.
- Creates the staff schedule on a timely basis.
- Responsible for handling call off coverage for the department. If another staff member is not available to cover the shift, the bell captain will fill in for coverage.
- Processes and records the necessary information regarding payroll for the Clubhouse staff.
- Prepare and issue corrective or disciplinary action documentation to staff as needed.
- Conduct monthly inventory control for the gift shop merchandise and tobacco.
- Prepare monthly dry cleaning/laundry expense report for the CFO.
➢ Prepare monthly postage expense report for the CFO.
➢ Train all new hires and issue 30,60,90 day performance appraisals
➢ Issue annual performance appraisal
➢ Monitor and manage inventory of staff’s uniform
➢ Promotes a positive work environment, and a positive team atmosphere with all other management and staff throughout the Club.
➢ Performs all other duties as assigned by the employer.

Qualifications and Skills:
Education:
Any combination of education and experience that provides the required knowledge skills and abilities.

Experience and Skills:
Prior customer service experience required. Prior Front Desk, Bell or Concierge experience preferred.

Additional Skills:
Proficiency with Microsoft word, Excel and Outlook is required. Must have basic mathematical and calculator skills as well as the ability to learn to access and input information using a moderately complex computer system. Must be flexible AM, PM, weekends and holidays.

Licenses or certificates:
Valid driver’s license is required; CPR certification and/or First Aid training a plus.