



Roaring Fork Club CAREER OPPORTUNITIES: **Member Services – Member Services Associate**

Terms:

Seasonal, full and part-time. Potential for year-round.

Salary/rate:

\$20-23/hour, depending on education, skill set and experience

Reports to:

Member Services Manager, Activities Director, and Cabin Operations Director

**Why Us &
What We're
Looking For:**

Roaring Fork Club is a **top 80 Platinum Club of America** located in the stunning Roaring Fork Valley of central Colorado. Nestled between Glenwood Springs and Aspen, the Club offers an exclusive and dynamic environment where members enjoy a world-class Jack Nicklaus signature golf course, fly fishing on the Frying Pan, Roaring Fork and Colorado rivers, and exceptional hospitality.

For future employees, this means the opportunity to work in a high-end, service-focused setting where attention to detail and excellence are valued. Our team thrives on **professionalism, teamwork, and a passion for delivering outstanding member experiences**. With a supportive leadership team, competitive benefits, and a culture that promotes community and growth, **Roaring Fork Club is an ideal place to build your career in private club hospitality, golf operations, or outdoor recreation.**

We pride ourselves on delivering personalized service that anticipates the needs of our members and their guests. If you're friendly, proactive, and eager to work with a team to create experiences that are second to none, we'd love to hear from you!

Your primary responsibility? Have fun, connect with great people, and make every moment count—for yourself and everyone you meet at Roaring Fork Club.

Job Summary:

Member Services Associate plays an essential role at the Roaring Fork Club performing a vast array of services to enhance the members' experience and providing nearly any reasonable request for a member and our on-property guests. The Member Services Associate acts as a liaison between all departments of the Club and is essential for the smooth flow of operations.

Responsibilities:

- Promptly deliver daily newspaper orders to cabin/suite owners each morning.
- Properly stage for arrivals and departures based on member requests and preferences, which include bins, grocery orders, package deliveries, golf carts, etc.
- Check guests in and out of their cabin or suite, including a walk-through tour of their unit and luggage assistance both upon arrival and departure.
- Responsible for helping organize and keep storage unit inventory list updated. Team will label everything they store into a communal storage unit, i.e. bikes, bins and ski storage and update the inventory list.
- Responsible for completing and following the daily task list throughout their shift.
- Assist guests by executing any transportation needs via cart or vehicle both on and off property, detailing, fuelling, airport pickup/drop offs, shuttling members/guests on property, etc.
- Responsible for the cleanliness, upkeep, and location of the entire RFC Cabin Corporation and employee golf cart fleet.
- Properly log, deliver, store or forward, and initial incoming and outgoing FedEx/UPS/USPS/Interoffice packages that arrive at the RFC several times a day.
- Run all outgoing mail and interoffice mail from Member's Lodge, Lodge West, GCM as well as the mailbox.
- Operate valet stand as scheduled.

**Responsibilities
Continued**

- Drive and park vehicles in a safe and secure manner noting vehicle details for record keeping (color, make, type of vehicle, where parked, member/guest last name).
- Offer reasonable assistance to other departments when needed, supporting overall club operations.
- If a task is not completed that day, make sure it is taken care of promptly the following day and added to the task list.

Requirements:

- Must possess a valid drivers' license and clean driving record.
- Strong verbal, written, phone, text, and email grammar and communicational skills.
- Strong interpersonal skills.
- Strong organizational and ability to follow through with new and everyday tasks.
- 1 year guest service experience preferred.
- Must be able to speak, read, write, and understand English.
- Demonstrate problem solving skills with patience and accountability.
- Knowledge of the Roaring Fork Valley preferred.
- Adhere to personal grooming and uniform standards as per Roaring Fork Club policies.
- Demonstrate and encourage effective teamwork within the department.

Email us at careers@rfclub.com to apply