



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

<b>Terms:</b>	Seasonal, full and part-time. Potential for year-round.
<b>Salary/rate:</b>	\$20-23/hour, depending on education, skill set and experience
<b>Reports to:</b>	Member Services Manager, Activities Director, and Cabin Operations Director
<b>Why Us &amp; What We're Looking For:</b>	<p>Roaring Fork Club is a <b>top 80 Platinum Club of America</b> 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.</p> <p>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 <b>professionalism, teamwork</b>, and a <b>passion for delivering outstanding member experiences</b>. With a supportive leadership team, competitive benefits, and a culture that promotes community and growth, <b>Roaring Fork Club is an ideal place to build your career in private club hospitality, golf operations, or outdoor recreation</b>.</p> <p>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!</p> <p>Your primary responsibility? Have fun, connect with great people, and make every moment count—for yourself and everyone you meet at Roaring Fork Club.</p>
<b>Job Summary:</b>	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.
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>➔ Promptly deliver daily newspaper orders to cabin/suite owners each morning.</li><li>➔ Properly stage for arrivals and departures based on member requests and preferences, which include bins, grocery orders, package deliveries, golf carts, etc.</li><li>➔ 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.</li><li>➔ 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.</li><li>➔ Responsible for completing and following the daily task list throughout their shift.</li><li>➔ 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.</li><li>➔ Responsible for the cleanliness, upkeep, and location of the entire RFC Cabin Corporation and employee golf cart fleet.</li><li>➔ 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.</li><li>➔ Run all outgoing mail and interoffice mail from Member's Lodge, Lodge West, GCM as well as the mailbox.</li><li>➔ Operate valet stand as scheduled.</li></ul>

**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](mailto:careers@rfclub.com) to apply**