

## **Holyoke Canoe Club Steward - Job Description**

**Job Title:** Club Steward

**Status:** Hourly, Seasonal

**Reports To:** Commodore

### **Position Summary:**

The Club Steward works closely with and receives direction from the Club's Board of Directors to ensure Club policies and procedures are followed, as it relates to daily operations. This position supervises all seasonal staff (grounds and pool) and ensures all staff expectations are understood and met. The Club Steward proactively works to build relationships with Club members to ensure a welcoming and enjoyable Club experience.

### **Essential Functions**

- Builds relationships with members and is a recognizable and welcoming presence at the Club
- Ensures members follow all Club policies and procedures, including the payment of guest fees
- Supervises all seasonal staff and ensures staff expectations are followed, including: conducts staff orientation and training with support from the Board, creates staff schedule, provides feedback (positive and constructive), contributes to annual reviews, prepares bi-weekly payroll, and reports any staffing issues to appropriate Board members.
- Works with staff to ensure grounds and buildings are tidy and clean at all times; including overseeing and participating in gardening efforts (weeding, lawn mowing, edging, plant watering, etc.) and cleaning efforts (toilets, showers, mopping, sweeping, sanitizing tables, chairs and loungers, etc.)
- Communicates any issues with members, staff, or guests to responsible Board members
- Sets up and oversees (or deputize staff to oversee) any gatherings planned by members
- Checks pool chemicals daily and reports any discrepancies to Board member responsible
- Reports any facility issues (docks, pool, tennis courts, Club or Pool house, etc.) to appropriate Board members

### **Basic Expectations/Skills/Qualifications**

- Job is expected to be 30 hours per week to include hours on both Saturday and Sunday. The job will begin in June and finish after Labor Day. The role is expected to work throughout the entire time period. No extended vacation breaks will be given.
- Candidate would ideally be qualified as a lifeguard to fill in shifts.
- Candidate should be able to fix small items, i.e., plunging toilets, changing light bulbs
- Displays critical-thinking, problem-solving, good judgment, and is action-oriented
- Works well with others and enjoys being a part of a team
- Customer service oriented and ability to handle basic member complaints
- Candidate should be 18+ and have a driver's license and an available vehicle.

Pay rate is \$17-20 per hour, commensurate with experience