



Job Description

Position Title: Member Services Management Internship
Position Supervisor: Director of Member Services

Job Number: 2023-12
Schedule: Full-Time Seasonal
Non-Permanent

Supervisory Duties: None

Salary: \$20/hour

FLSA Status: Non-Exempt

Travel Required: Up to 10%

Summary:

The Member Services Management Intern is introduced to a variety of programs, activities, and services that directly support the membership, their guests, and their families. This internship will introduce you to the planning and organizational considerations of these activities; allow you to execute specific planned events; and highlight the partnerships created with other departments and how those partnerships complement and support each other.

This internship supports various curricula requirements, and allows for additional specialized or exploratory training as desired for the intern.

Essential Duties & Responsibilities:

- Meet regularly with Director of Member Services to review the week’s activities and updates.
- Assist with and/or lead group activities for members/guests; engage group to determined interest or need for various services (transportation, dining, lodging, shooting, riding, spa, golf, etc.); communicate group information (e.g., dates of arrival/departures, requested services, sponsoring members, etc.) to all appropriate departments.
- Assist with coordination of activities and supportive services with the various departments across the Club; work closely with these departments to ensure appropriate scheduling/reservations for desired services.
- Monitor group/member travel plans; conduct periodic checks-ins with members/groups throughout stay and adjust itineraries and activity schedules as needed; communicate all changes and updates to appropriate departments and Director of Member Services.
- Perform Concierge duties and understand the importance of this role; assist with concierge desk activities as needed.
- Assist with the planning and execution of Kids’ Camps, Cubbies Camps, and Double Digits activities; assist with curricula planning and hiring of staff and contracting of vendors/activity providers. Learn to utilize the camp reservation system and JONAS systems to bill participants; ensure third-party contractors and activity providers are paid timely.
- Learn to implement and adhere to designated budgets for the various activities within Member Services; learn about performance metrics, variance reporting, and adherence to budget and organizational parameters.
- Develop and maintain excellent relationships with activities providers such as yoga instructors, hike leaders, dance and music teachers. Develop and maintain excellent relationships with organizations in the community such as the Forest Service, Teller Refuge, and Department of Fish, Game & Parks.
- Assist with the planning and execution of special activities and outings for members throughout the season such as bowling or gymnastics nights for children; family outings to farms; guided hikes.
- Develop and maintain a comprehensive Community Calendar for the season by contacting community partners to identify opportunities, events and activities; assist with development of Membership



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communication of these events (e.g., *This Week at the Farm*), ensuring all information is updated in all communication channels (e.g., SFC app, website, emails, etc.)

- Prepare and update reference materials such as maps, restaurant/parks lists, fly fishing information, activities available on property, etc.
- Learn how to utilize various software tools and applications for reservation, scheduling, billing, and reporting/monitoring of activities.
- Assist Member Services Director with hiring and training seasonal staff.
- Perform other duties as assigned.

Minimum Education & Experience

- Must be enrolled in or possess an undergraduate college degree in hospitality or business management.

Knowledge, Skills & Abilities

- Ability to communicate effectively orally/verbally with diverse group of individuals and age ranges.
- Ability to be flexible and adaptable in highly fluid and dynamic environment.
- Ability to work with a team and interact with others in a professional and courteous manner.
- Ability to maintain the confidentiality of Stock Farm Club and member and/or guest information.
- Ability to maintain professionalism and image of the Stock Farm Club.
- Preferred: Prior successful employment with the Stock Farm Club in this or a related position.

Additional Requirements & Documentation

- Must possess a CPR certification within the previous 12 months, or be able to attend and successfully complete scheduled CPR course prior to the execution or oversight of camp or Double Digits activities. (SFC will schedule and assign you to the CPR course as necessary).
- Must be able to work overtime and holidays as required; must be able to work additional weekday and early morning or evening hours as required.
- Must be able to work variable schedule to include last-minute scheduling needs/changes and working split shifts.
- Must be insurable by Club's auto insurance provider and possess a valid driver's license.

Environmental & Physical Conditions

General physical activities. Work involves long periods of walking, standing, use of arms and legs, and movement of entire body. Work includes climbing; lifting; balancing; walking; stooping; pulling and pushing; kneeling, stooping, and bending; and safely lifting and carrying items up to 50 pounds. Work involves walking on uneven and slippery surfaces.

Stock Farm Club is an equal employment opportunity employer (EEO). The Club does not refuse employment or discriminate in compensation, or the other terms, conditions, and privileges of employment based upon race, color, national origin, age, physical or mental disability, marital status, religion, creed, sex, political beliefs, genetic information, veteran's, LGBTQ, vaccine status or whether a person has an immunity passport status. The Club does not tolerate discrimination or harassment because a person is married to or associates with any of these protected groups.



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Manager Signature/Date

Human Resources Signature/Date

Employee Signature/Date