



Position: **Member Relations Officer**

Job Summary: Responsible for assisting the Marketing Department in all member relations matters

Specific duties and responsibilities:

- Assist in answering all incoming calls, email correspondence.
- Act as a focal point for all inquiries, complaints, information, and correspondence relating to the Club.
- Assist managing RTC website including disseminating info regarding hotel booking, membership enquiries, e-shop and feedback to the relevant departments.
- Plan and conduct Club tour for VIPs and perspective buyers.
- Co-ordinate and be on top of Club marketing efforts, events, promotions and activities including disseminating such information to members.
- Assist in drafting and sending letter of introduction for our members to affiliated clubs.
- Manage carpark system.
- Assist movie screening include open and close the theatre, taking attendance and coordinates with the engineering department for screening DVD.

Requirements:

- Minimum GCE 'N' or 'O' level or diploma in hospitality management preferred.
- Good communicator and people oriented.
- Willing to working on rotating shift, including weekend and Public holiday (7am to 3pm, 11am to 7pm and 3pm to 11pm).
- Able to commence immediately will be an advantage.