



RECEPTIONIST

PRIMARY JOB PURPOSE

The primary role of this position is to welcome members and guests to the Club. To maintain a high level of customer service in all interactions with the membership and guests. To receive and transfer telephone calls to relevant people or departments. To record member account payments and reservations.

KEY RESPONSIBILITIES

- Receive and transfer all telephone calls made via the switchboard.
- Take accurate messages and forward them to the intended recipient.
- Take accurate restaurant bookings – using a computerized booking system via telephone, email, walk-in etc. Communicate booking levels to management.
- Taking of daily squash, gym and tennis related reservations – updating files and JAM
- Checking all emails and hand-over book from the previous shift – (taking appropriate action) as well as ensuring you pass on relevant information to the next shift.
- Making photocopies and sending faxes as and when required by members and guests
- Receiving all payments on the reception pink sheets according to the prescribed procedure. Receipt must be accurate, neat and cash up must be balanced.
- Capturing receipts taken for your shift into the JONAS system (Pink sheets).
- Capturing chits on the JONAS system when requested (POS).
- Processing Purse Chits.
- Filling-in shifts as and when required. Reception relief / Admin relief.
- Handling/making membership cards, copies of Club newsletters, flyers, membership application forms, Club brochures, etc.
- Receiving, opening and sorting mail daily.
- Confirmation of restaurant bookings and checking for members.
- Reporting and monitoring of all telephone faults to your manager.
- Preparing incident/shift reports to your manager.
- Checking up of member information on computer.
- Communicating with Security.

- Recording staff meal ticket sales
- Ordering, selling and proper recording of club merchandise

PERSONAL ATTRIBUTES & SKILLS

- Friendly, helpful and professional manners, good speaking voice.
- Accuracy in figure work.
- Responsibility and accountability.
- Ability to use own initiative and solve problems.
- Attention to detail.
- Good Communication and writing skills, as will be dealing with members extensively.
- Professional and frontline image.

MINIMUM / PREVIOUS EXPERIENCE

- 1-2 years in a similar role.
- Office administration experience
- Switchboard experience.

QUALIFICATION

- Matric or equivalent
- Diploma or tertiary qualification (preferred)

PROPERTY

- Auckland Park

APPLY NOW!

APPLICATION PROCESS:

Interested employees must submit their CV's to careers@ccj.co.za by no later than ***1st June 2026.***