

## **Office Administrator & Receptionist**

### **GolfNorth Properties**

**Location:** In person, Conestogo, Ontario, Canada

**Department:** Membership & Administration

**Reports To:** Membership Coordinator

**Classification:** Full Time

**Salary:** \$19.50 per hour

We're on the hunt for a friendly, organized, and service-driven superstar to join our team as an Office Administrator & Receptionist! In this dynamic dual-role, you'll be the welcoming face of GolfNorth, greeting visitors with a smile while keeping the front office running smoothly. If you're a proactive problem-solver with top-notch communication skills, a knack for delivering outstanding service, and a team player ready to support our membership department with key administrative tasks, we'd love to meet you!

### **Qualifications**

- Previous experience in a receptionist, front desk, or office administrator role preferred.
- Exceptional customer service and communication skills (verbal and written).
- Strong organizational and multitasking abilities, with keen attention to detail.
- Proficiency in Google Workspace, Microsoft Office Suite (Word, Excel) and other office software.
- Experience with Tee On Golf Systems is an asset.
- Professional demeanor and appearance, with the ability to work well under pressure.
- Is familiar with the golf industry (but if not, we will teach you!)

### **Primary Responsibilities**

- Greet visitors, clients, and staff in a warm, friendly, and professional manner.
- Answer and route incoming phone calls, emails, and inquiries efficiently and accurately.
- Maintain a tidy and organized reception area, ensuring a welcoming environment.
- Manage incoming and outgoing mail, packages, and courier services.
- Provide basic information about the company, services, and events to visitors and callers.
- Oversee daily operations of the front office to ensure efficiency and professionalism.
- Manage office supplies inventory, placing orders as necessary and maintaining stock levels.
- Assist Accounting with sorting, organizing and filing incoming invoices.

- Assist with onboarding new employees by preparing workspaces and supplies.
- Handle basic troubleshooting of office equipment such as printers, phones, and computers.

### **Assisting the Membership Department**

- Provide administrative support to the membership team, including data entry and record maintenance.
- Assist with membership applications, renewals, and inquiries by ensuring accurate and timely processing.
- Handle initial member questions or concerns and escalate them to the appropriate team member if needed.
- Assist with the call centre over flow as needed.

This is a full-time role working 40 hours a week on-site. Candidates must be available to work between the hours of 8:30am to 4:30pm EST, from Monday to Friday.

### **To Apply:**

Please submit your resume and cover letter to Michelle Culp, Membership Coordinator, at [mculp@golfnorth.ca](mailto:mculp@golfnorth.ca). Please write “**Office Administrator & Receptionist**” in the subject line. Only those candidates considered for an interview will be contacted.