TOURNAMENT OF ROSES ASSOCIATION
JOB DESCRIPTION

Job Title:	Seasonal Member and Public Services Assistant
Department:	Member Services
Reports To:	Senior Manager, Member Services
FLSA Status:	Non-exempt
Job Season:	Late November through Early January

SUMMARY OF PURPOSE OF JOB:

The Seasonal Member Services Assistant supports the administrative and operational functions of the Member Services Department and helps both Association Members and the public. This position serves as the welcoming face of the Pasadena Tournament of Roses representing the organization to callers, visitors, and Members in a friendly, professional, and courteous manner.

The Assistant plays an important role in ensuring smooth day-to-day operations at Tournament House, supporting staff and committees, and helping to deliver a high-quality experience that reflects the warmth and professionalism of the Tournament of Roses. This position may transition from a seasonal role to a year-round, part-time position at a later date, based on organizational needs. However, such a transition is not guaranteed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Serve as the first point of contact for Association Members, guests, visitors and vendors, providing a welcoming and professional environment. Respond to phone calls, emails and in-person inquiries, provide event information, direct individuals to appropriate staff or Members and maintain a clean, organized reception area.
- Assist with ordering, maintaining and distributing office, breakroom and Member supplies.
- Stock and sell merchandise at the front desk, ensuring accurate handling of transactions and inventory.
- Perform general clerical duties such as sorting mail, filing, copying and managing supplies.
- Coordinate Association-related travel arrangements, including bookings, reservations and itinerary management.
- Provide support to the Senior Manager, Member Services, on special projects and initiatives as needed.
- Work independently and apply sound judgment and critical thinking skills to make informed decisions in day-to-day tasks.

SUPERVISORY RESPONSIBILITIES
This position does not supervise others.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

COMPETENCIES REQUIRED (unless stated otherwise)

- Mid-level proficiency in MS Office suite.
- Ability to navigate internet.
- Professional appearance and demeanor.
- Excellent customer service skills.
- Ability to speak clearly and articulately.
- Bilingual Spanish or Mandarin preferred but not required.

LANGUAGE SKILLS
Ability to read and interpret documents, prepare clear and professional email correspondence and communicate effectively with Members, employees and the public, both individually and in group settings.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. No specific vision abilities are required by this job.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Most of the duties of this position are performed in a typical office environment.

COMPENSATION
Starting hourly rate of $22.00/hour. Benefits include paid sick leave and holidays.