



JOB POSTING

Member Services Manager (Seasonal)

Compensation: \$25 - \$35 per hour/plus gratuities & curling bonuses

Tunnel Town Curling Club – Tsawwassen, BC

Do you have a passion for creating memorable experiences and building community? **Tunnel Town Curling Club** is hiring a **Member Services Manager** to facilitate the operations of the Ice Chip Lounge and Pro Shop, including Member Communications.

This is a full-time **seasonal role (approx. 9 months)**, ideal for someone who's highly organized, and has experience in hospitality, event planning, or venue operations and thrives in a hands-on, people-first environment.

If you're a proactive organizer, a strong communicator, and a community builder at heart, this is your chance to make a meaningful impact in one of the Lower Mainland's most vibrant Curling Clubs.

COMMUNICATIONS

Responsibilities:

- Implement annual marketing initiatives using website, newsletter, social media and press releases.
- Promote TTCC and its events to members and new curlers, in collaboration with the General Manager and volunteers, utilizing outside marketing opportunities and social media.
- Write a monthly newsletter to communicate upcoming events and operational news to members.

ICE CHIP LOUNGE

Responsibilities:

Oversee the operations of the Ice Chip Lounge, including (but not limited to):

- Manage daily bar operations and provide hands-on service as needed.
- Order and track liquor inventory, beer gas, and bar supplies;
- Submit monthly Liquor Inventory
- Schedule, train, and support a team of part-time bartenders and event staff.
- Propose bar pricing strategies and implement approved changes.
- Maintain bar equipment and coordinate repairs when necessary.
- Lead POS system training and assist with updates and product changes.
- Ensure compliance with Serving It Right, Food Safe and LCRB regulations.
- Collaborate with the General Manager to align bar service with events and bookings.

PRO SHOP

Responsibilities:

Oversee the operations of the Club's Proshop, including (but not limited to):

Inventory Management

- Ordering, receiving and stocking merchandise. Tracking inventory levels and managing stock rotation to ensure adequate supplies of popular items

Sales and Customer Service

- Assisting customers with purchases, providing product information and recommendations and processing sales transactions

Shop Maintenance

- Maintaining the cleanliness and organization of the shop and potentially handling minor maintenance tasks

Promotional Activities

- Participating in promotional activities to drive sales and increase awareness of the Pro Shop.
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What You Bring:

- Knowledge of bar service operations and liquor service compliance.
 - Strong scheduling, delegation, and interpersonal skills.
 - Customer service mindset with a focus on delivering exceptional guest experiences.
 - Available to work evenings/weekends as needed.
 - Serving It Right certification and Food Safe are required.
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Why Join Us?

The Tunnel Town Curling Club is more than just a rink — it's a community. With a growing member base, we offer an exciting and dynamic workplace. You'll join a supportive, collaborative team and play a major role in the Club's continued success and connection with the curling community.

To Apply:

Submit your resume, short cover letter and any relevant certifications to: manager@tunneltown.ca

Subject: Member Services Manager Application – [Your Name]

This position is open until it is filled. We thank all applicants for their interest, but only those selected for an interview will be contacted.