



Front Desk Representative

Westboro Tennis and Swim Club is a full service private club that offers a variety of programs and clinics in tennis, swim and fitness. Serving the community for over 50 years, we truly have something for everyone.

As a front desk representative you'll be responsible for engaging with members and guests on behalf of WTSC. Your duties will include answering incoming phone calls, staying updated on all activities happening around the club, checking in members and guests, and creating lasting relationships with members through excellent customer service. You will also be working with a great team at the front desk. The ideal candidate would be able to work regularly scheduled hours during the week, as well as work a weekend shift and some holidays. **This is a permanent part time position, not seasonal.**

Starting rate is \$18.00 per hour in addition to a free full service individual membership and 20% employee discount on club services and the pro shop.

Job Responsibilities:

- ☐ Greet all members, prospective members and guests
- ☐ Check in all members and guests in accordance with company procedures
- ☐ Answer phones in a courteous, helpful and professional manner. Assist callers with a variety of questions.
- ☐ Assist members with court bookings and program sign-ups.
- ☐ Respond to member questions and concerns in a timely and professional manner and elevate to a Manager as needed.
- ☐ Facilitate payment of member services
- ☐ Keen knowledge of the club facility, all services and schedules
- ☐ Maintain a clean and organized work area
- ☐ Opening and closing procedures
- ☐ Other duties as assigned

Qualifications/Requirements:

- ☐ Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the member's expectations.
- ☐ Upbeat and positive attitude
- ☐ Customer service background preferred
- ☐ Punctuality and reliability is a must
- ☐ Must have a High School Diploma or GED