



Front Desk Representative

Job Purpose:

The primary objective is to answer a multi line phone system and direct calls to their destination without delay. Also, greeting members, guests and prospects and providing information. The key is to provide a positive experience for the caller, member or guest's visit

Key Responsibilities:

- Answer all incoming calls and forward to appropriate dept
- Check-in anyone coming into the club and take attendance for programs.
- Make callers, members and visitors feel welcome
- Get to know members and greet them by name
- Book tennis courts for members
- Process payments and charges in the computer system
- Balance cash drawer at the end of your shift
- Enforce club policies
- Restock tennis balls and towels before the end of your shift
- Encourage program sign-ups and member participation
- Be knowledgeable of club programs and special events.
- Assist with sign-ups and program registration
- Assist with making phone calls to confirm or cancel programs or events
- Assist with any mailings, labeling and photocopying.
- Keep up to date on changes throughout the club
- Occasionally help in other departments as needed.

Required Skills:

- Must be self assertive and be able to work without direct supervision during shifts.
- Able to efficiently handle several tasks at one time.
- Detail oriented and good memory.
- Friendly
- Excellent communication and social skills
- Need to handle member complaints, conflicts and dissatisfied customers in a calm, professional manner.
- Have basic computer knowledge.
- Able to take initiative to solve problems and refer to appropriate department manager for follow-up.

Experience:

1-2 years in health club field or related experience in hotel, retail, or secretarial experience with phones, direct customer contact and handling money.

Education:

High School Graduate or equivalent