

Job Description

Job Title: Front Desk Associate	Department: Front Desk/Member Services
Reports To: Front Desk Manager	Status: Non-Exempt

JOB SUMMARY

The Front Desk Associate is the customer service contact for all members, guests, or prospects. The Front Desk Associate is also responsible for selling all products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets and checks in all members and guests
- Sells all products and services
- Liaison between members and Membership Office: Including prospects and current members
- Schedules for both Reformer and Massage
- Answers and directs all incoming phone calls
- Fields all member complaints and concerns
- Performs Opening and Closing Procedures for the club if assigned those shifts
- Responsible for keeping both Program and Check-In desks clean, neat, and orderly
- Attends departmental meetings
- Maintains professionalism when not assisting members; avoids eating, sitting, reading, Internet surfing, or any other activities that are not work-related
- Creates the "First Impression"
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be highly motivated and energetic
- Excellent communication and interpersonal skills
- Organizational skills
- Strong attention to detail
- Ability to multi-task
- An understanding of health club operations
- Must be a team player, willing to cover or trade shifts when necessary
- Must be able to work days, evenings, and weekends as necessary

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Must have experience in customer service