

GRANITE FALLS

SWIM AND ATHLETIC CLUB

April 13, 2018

Member Experience Team/ Front Desk

Contact: Denice Adrian, Member Experience Director

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General Description:

Provide a pleasant and efficient service as members enter and exit the club. Create a memorable experience by connecting with all of our members and guest and being the first point of contact. Customer service is a priority.

Duties and Responsibilities:

- Provide the highest level of customer service to members. Prospective members, and guests
- Professionally greet and check in all members and guests
- Effectively enforce all check-ins and other club policies
- Screen and direct all incoming calls, correspondence, and visitors appropriately and in a welcoming manner
- Process new memberships and issue membership cards
- Update members accounts
- Maintain an orderly, clean, and welcoming lobby/check-in area
- Run the point of sale by completing accurate transactions-reconciling cash register at the beginning and end of a shift
- Maintain and control Pro-Shop and office supplies Inventories
- Complete data entry and other word processing projects as assigned
- Schedule appointments and manage sign in for all club programming
- Conduct outbound calls to members as assigned
- Assist with mailings and other member outreach efforts
- Assist with special functions and events
- Performs routine cleaning such as windows, doors, and counters
- Complete administrative tasks such as copying, faxing, and filing
- Handle sensitive and confidential member information responsibly
- Other duties as required and assigned

Physical Requirements and Demands:

- Physical ability to stand for extended periods of time
- Some moderate lifting is required

Degrees, Licensure, and/or Certification	Adult and Child CPR/AED, First Aid, required (can be obtained after hire)
Knowledge, Skills, and Abilities	Administrative ability, windows 10, excel, and word