



FRONT DESK ASSOCIATE L1

Job Title: Front Desk Associate L1

Job Code: 1-04-L1

Date: 14 June 2020

Job Level: 1

Revised: 1 May 2019

Pay Target: Part-Time, Non-Exempt

Supervisory Responsibility: No

General Description of the Job:

Responsible for providing pleasant and efficient service and creating memorable experiences by connecting with all of our guests.

Duties and Responsibilities:

1. Provide the highest level of customer service to members, prospective members, and guests
2. Professionally greet and check-in all members and guests
3. Effectively enforce all check-in and other club policies
4. Screen and direct all incoming calls, correspondence, and visitors appropriately and in a welcoming manner
5. Process new memberships and issue membership cards
6. Update member accounts
7. Maintain an orderly, clean, and welcoming lobby/check-in area
8. Run the point of sale by completing accurate transactions – reconciling cash register at the beginning and end of each shift change
9. Maintain and control Pro Shop, concession, and office supply inventories
10. Complete data entry and other word processing projects as assigned
11. Schedule appointments and manage sign-up process for all club programming
12. Conduct outbound calls to existing or potential members as assigned
13. Assist with mailings and other member outreach efforts
14. Assist with special functions and events
15. Make smoothies to order
16. Performs routine cleaning such as windows, fitness floor, counters, and trash removal
17. Complete administrative tasks such as copying, faxing, and filing
18. Handle sensitive and confidential member information responsibly
19. Other duties as required and assigned

Physical Requirements and Demands:

1. Physical ability to stand for extended periods of time.
2. Some moderate lifting is required.

Required Qualifications:

Education: High school diploma or equivalent is required.

Experience: 2+ years of demonstrated customer service and administrative experience

Degrees, Licensure, and/or Certification: CPR/First Aid/AED (May be obtained upon employment)

- Knowledge, Skills, and Abilities:**
- Strong customer service and communication skills
 - Basic computer literacy and database experience
 - Ability to prioritize and manage multiple tasks

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

First Name:

Last Name:

Employee Signature:

Date:
