

Job Description

Job Title: Front Desk Attendant	Department: Front Desk/Member Services
Reports To: General Manager/Assistant General Manager	Status: Non-Exempt/hourly

JOB SUMMARY

The Front Desk Attendant is the lead customer service contact for all members, guests, or prospects. Creates the “First Impression” experience. The Front Desk attendant 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 at the Juice Bar
- Liaison between members and Membership Office: Including prospects and current members
- 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 monthly departmental meetings
- Maintains professionalism when not assisting members; avoids eating, sitting, reading, Internet surfing, or any other activities that are not work-related
- Creates a positive “First Impression”
- Responsible for working scheduled shifts. Responsible for covering planned absences.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be highly motivated and energetic and have excellent communication and interpersonal skills
- Organizational skills and the ability to multi-task with a strong attention to detail
- An understanding of health club operations
- Proficiency with industry standard word processing, spreadsheet, database, graphics, and presentation applications
- Must be a team player, willing to cover or trade shifts when necessary

PHYSICAL DEMANDS

- Must be able to verbally demonstrate proper usage of equipment.
- Stand for long periods of time
- Must be able to conduct interactions at POS stations
- May require to lift objects up to 25lbs

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Must have experience in customer service
- Experience in health club or the hospitality industry is preferred
- CPR, First Aid, and AED certifications (must be obtained within 60 days of hire)

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Signature: _____ Date: _____