Member & Guest Services Assistant

Description:

The specialist position is responsible for providing information for and processing transactions associated with most of the programs and services offered including, but not limited to: memberships, locker reservations, fitness and wellness activities, and youth programs. It is expected that this position will deliver exceptional customer service through: proactive engagement with our patrons; education of facility policies and procedures and our programs and services; and thorough investigation to ensure the patron is receiving the best deal and accurate information. This position is also expected to communicate and collaborate with all other areas to guarantee the success of the department as a whole.

Responsibilities:

• Process transactions related to memberships, programs, services, and merchandise using RecTrac software database
• Maintain a cash drawer and ensure fiscal responsibility by balancing after each shift
• Inform patrons about programs, services, and activities utilizing provided resources
• Answer telephone calls to process transactions and educate on general building policies and programs and services questions
• Maintain cleanly and organized appearance of the Pro Shop
• Provide support in emergency situations
• Attend monthly meetings with other Member & Guest Services staff
• Assist supervisor with administrative level tasks as necessary
• Collaborate with all areas in the department through effective communication

Requirements:

• This is an entry level position: prior cash handling and customer service experience is preferred, but not necessary
• Certification in CPR/AED and First Aid for the Professional Rescuer. This is provided free of charge for all employees if you are not already certified.
• A.L.i.C.E. training is provided to prepare for potential active shooter events
• Payment Card Industry (PCI) compliance will be provided to ensure proper credit and debit card handling is achieved
• Working some early mornings, late nights, weekends, break periods, and holidays should be anticipated