

Week-night shifts start between 5-6 and can go as late as 11:30-12. Weekend shifts are in the morning or in the evening. An ideal candidate is willing to work 1-3 shifts per week. Weekend availability is required, eligible candidates must be available for a minimum of two 8-hour weekend shifts per month

Job Description:

Position reports directly to the Front Desk Manager. This position acts as the central point for the customer's general questions and any standard transaction. Front Desk Administrators are the first point of contact for in-person and over the phone questions about our programs. Staff in this position must be able to answer these questions by efficiently reading and relaying the information in the resources available such as the website, brochures, and any additional information emailed by the department managers.

This position must also be comfortable with technology enough to be able to navigate our facility management software to interpret and understand our digital calendar of programs, update customer information, and to complete transactions. Full-training provided upon hire.

Finally, this position oversees all of the program transitions in the facility during their shift. When courts need to transition between volleyball nets and basketball hoops, this position must be able to budget their time appropriately and perform the physical court setup without delaying the program. This requires time management, priority setting, and proactive forethought.

Position purpose

Member Service/Administration, Marketing/Sales, Management, Facility Upkeep

Responsibilities/Duties/Functions/Tasks

- Meet/Greet Members
- Answering phones, data entry, etc
- Organization and multi-tasking
- Equipment setup - volleyball nets, soccer goals, and retrieving various balls are most common.
- Registration of all programs using our sports and facility management software.
- Knowledge of all of our programs and ability to efficiently search our website in order to answer customer questions.
- Season deadline reminder calls to known customers (never cold calls)
- Special projects and other duties as assigned
- Events, leagues, day to day operations and facility upkeep/cleanliness – take down and set up of equipment in facility

Qualifications

- Must be willing to work evening shifts that can end as late as midnight occasionally.

- Strong leadership and communication skills
- Confident initiative and problem solving skills
- High school diploma or equivalent
- 3+ years of customer service experience
- Proficient in Microsoft Office
- Ability to think quickly, multi-task and problem solve without immediate guidance
- Positive and energetic personality
- Initiative and the ability to think proactively to avoid difficulties in the future
- Speaking Spanish is a plus
- Must be able to lift at least 25 lbs