

Create Healthy Wellness Center

JOB DESCRIPTION

Job Title: Member Services

Exempt Status: Non-Exempt

POSITION SUMMARY:

Provide operational practices such as 20 minute rounding, equipment cleaning, client safety/risk management over-site, pool water chemistry checks, equipment maintenance checks, customer assistance and general support for upkeep of facility.

JOB RESPONSIBILITIES:

- Greet and assist customers at front desk or by phone.
- Facilitate operations of front desk by signing up new/renewing members, collecting payments and scheduling appointments.
- Provide tours of facility to prospective members
- Conduct scheduled pool water chemistry checks according to policy
- Facility rounding for member support as well as for safety and first responder responsibilities
- Continuous monitoring of workout areas to ensure equipment is put back where it belongs
- Maintain a positive TEAM environment and professional relationships with staff and patrons.
- Responsible for keeping equipment and facilities clean and picked up throughout shift.
- Attend staff meetings to discuss customer feedback, facility and equipment issues and overall safety

EDUCATION AND EXPERIENCE:

Required: CPR and First Aid Certification

Preferred: n/a