

## Create Healthy Wellness Center

### JOB DESCRIPTION

**Job Title:** Membership Services Coordinator

**Exempt Status:** Non-Exempt

#### POSITION SUMMARY:

Leads and delivers a best-in-class customer focused concierge service for our members and guests. Leads by example through active participation in our efforts to identify areas of opportunity to deliver excellent customer service. Supports all aspects of membership sign up and retention efforts. Skillfully understands all aspects of our Club Automation record keeping software. You will help train and lead other team members on front desk etiquette, customer service excellence and relationship development with clientele.

#### JOB RESPONSIBILITIES:

- Actively greet all members and guests entering facility
- Manage incoming phone calls. Takes messages as appropriate for concierge staff providing services such as Personal training, Massage, CPR, Health Coaching, etc.
- Troubleshoot questions and concerns from membership and guests. Notify leadership if there are areas of concern.
- Ensure all members and guests are checking in and that their membership records correctly reflect their usage.
- Is a Subject Matter Expert of Club Automation and can train others.
- Supports concierge team (personal trainers, swim instructors, massage therapists, etc.) with effective scheduling and collection of payments as per policies and procedures.
- Keep equipment and supplies in good working condition
- Always consider client's health needs and special accommodations (if required) at the time they sign up
- Maintain a positive TEAM environment and professional relationships with staff and patrons.
- Attend staff meetings and provide member and guest feedback as requested.
- Coordinate efforts with Business Office Supervisor to ensure accuracy of scheduling/billing. Available to assist with special projects or assignments.
- Works closely with Membership Services staff to keep them informed and trained on new front desk processes.
- Ensures all membership services paperwork, marketing materials and Wellness Center information is readily available and current.

#### EDUCATION AND EXPERIENCE:

**Required:** High School Diploma | CPR and First Aid Certification

**Preferred:** 2 years experience as customer service representative

**Skills:** Proficient in Microsoft Office applications. Comfortable using technology platforms for staff and member communication.