



Position Description: Service Desk Associate

The following provides a detailed description for the position of Service Desk Associate. Actual duties performed may vary slightly.

General Position Description

Service Desk Associates are responsible for creating and deepening relationships with members and guests and delivering the highest quality customer service to all members and guests through professional greetings, account maintenance, extensive knowledge of Company products and services as well as proactively meeting the needs of members and guests.

Responsibilities of the Position

Customer Service

- Enthusiastically greets members and prospects on the phone and in person in a friendly and professional manner
- Assists in keeping members and guests motivated throughout their center visits
- Encourages members to visit regularly
- Increases member's feelings of self-worth and accomplishment
- Knows all members personally by first name
- Provides service support at the retail areas
- Answers the phone using the correct greeting and assists callers as needed
- Assists members with all inquiries
- Ensures that Service Desk systems are followed such as proper Member Check-In, Telephone Inquiry, Guest Registration, Cash Handling, Replacement of Member ID Card, Delinquent Account Procedures, Account Change requests
- Projects a polished, professional image at all times
- Provides a superior level of customer service to members and guests
- Performs a variety of duties including filing paperwork, folding towels, doing walk-thru's of the facility or any other duties as assigned
- Attentively and promptly respond to member needs
- Admit members by scanning their membership cards and appropriately respond to messages regarding the account
- Process member paperwork, including address changes, member cancellations, new members, electronic funds transfers, and payments
- Constantly strives to improve member experience and satisfaction.
- Assist in maintaining cleanliness and orderliness of equipment, club facilities, reception area, and retail areas

Sales and Marketing

- Efficiently processes all transactions at Point of Sale
- Meets daily, weekly and monthly department goals as set forth by Management
- Appropriately suggests services and programs to members and guests

Time Management

- Prepares for, attends and actively participates in staff meetings
- Arrives for their shift in a timely manner



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Essential Job Results:

- 1) Create value for prospects and members with honest, service-oriented, professional and inviting style
- 2) Attend department and staff meetings
- 3) Use all Company systems, tracking, reports and forms
- 4) Answer telephones within three rings, relay information and/or take messages accurately and professionally
- 5) Ask all callers "Are you a member" before forwarding call appropriately
- 6) Collect and post all fees for services and products, with accountability for all financial transactions during each shift
- 7) To follow sales and operational systems and protocols for prospects and guests
- 8) Maintain an accurate drawer count and reconciliation at the end of shift
- 9) Maintain copies of all internal and external collateral
- 10) To enforce club policies through effective club communications systems
- 11) To communicate with Supervisor or Manager proactively on all matters relative to club operations, staff and members
- 12) To resolve staff and/or member issues using effective customer service and leadership skills
- 13) Maintain appropriate attire and demeanor at all times
- 14) To participate in center and community events as needed
- 15) To assist with special projects as needed
- 16) To greet members and guests enthusiastically on the phone or when they enter the club
- 17) To oversee member communications on daily programs and services, and to promote same
- 18) Collect lost and found items. Log appropriately in system books

Responsibilities of all Positions

- Support and articulate the Company mission statement
- Adhere to company policies and procedures
- Ensure cleanliness of the club using all 5 senses:
 - Sight to ensure club is neat and orderly
 - Sound to ensure music/ sound levels are appropriate
 - Touch to ensure floors, countertops, etc are clean and dry
 - Taste to ensure food & beverages in the café are up-to-standards
 - Smell to ensure the facility is fresh and odor free

Required Skills & Prerequisites

Education

- High School diploma or GED required
- Some college education preferred

Experience

- Six months customer service experience required
- Six months receptionist experience preferred

Licenses / Certifications / Registrations

- None



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Additional Skills

- Requires a sincere interest and enthusiasm in one's own fitness and helping others achieve their health and fitness goals
- Requires an outgoing personality with the ability to effectively communicate with people
- Extensive knowledge of all club activities and promotions
- Firmly but tactfully enforce Company Policies and Procedures
- Excellent customer service and promotional skills
- Excellent communication, listening, and interpersonal skills
- Ability to build relationships with members
- Ability to resolve conflicts in a professional, tactful manner
- Ability to multi-task and learn quickly
- Ability to operate a personal computer
- Knowledge of standard office procedures and computer software
- Must be able to demonstrate written and oral skills, organizational skills, supervisory skills, telephone skills, presentation skills. Phone and computer skills

Assigned Hours

- Part-time, 12-20 hours per week
- Hours vary. Schedule flexibility a must.

NOTE: All duties and requirements stated above are essential functions. This job description in no way implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.