



## Position Description: Customer Service Coordinator

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

### General Position Description

The Customer Service Coordinator will lead and direct all facets of the customer service staff and service desk operations. This position reports to the Director of Member Services. The Customer Service Coordinator is 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 *Performance* products and services as well as proactively meeting the needs of members and guests.

### Responsibilities of the Position

#### *Management/Leadership Duties*

- Provides a superior level of customer service to members and guests
- Projects a polished, professional image always
- Provide leadership to all Service Desk associates ensuring operational procedures and guidelines are followed as outlined in the Service Desk Operations Manual
- Recruits, hires, and trains members of the Service Desk team
- Conduct regular quarterly, or more frequent, staff meetings with the Service Desk team
- Adhere to the staffing schedule and budget for the Service Desk operations as agreed upon
- Ensure that all employees are wearing proper uniform attire
- Responsible for all covering all staff related scheduling changes as needed
- Approves timecards for Service Desk associates and completes necessary procedures for payroll processing every two weeks
- Manages and controls all Service Desk staff communication
- Responsible for ordering supplies related to Service Desk operations
- Maintains weekly and month-end supply inventory reporting
- Attends required training and management meetings
- Responsible for maintaining a clean and orderly welcome area, including the Service Desk, kitchen, and guest waiting areas
- Provides valuable feedback on operational improvements to the Director of Member Services and General Manager

#### *Sales & Operational Support*

- Assists the Director of Member Services by providing sales and operational support.
- Conducts club tours and membership presentations with potential members in accordance with membership sales procedures and guidelines.
- Adheres to company guidelines and procedures with follow-up communication to and with members and guests
- Supports all sales and marketing functions and is an active participant in company related promotional and outreach events.



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### Responsibilities of all Positions

- Supports and articulates the *Performance* mission statement: *We strive to be the best part of our customers' day by delivering superior service and care to each person every time.*
- Adhere to company guidelines 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 club is fresh and odor free

### Required Skills & Prerequisites

#### Education

- High School diploma or GED required
- College degree in business, marketing, or exercise science preferred

#### Experience

- 1-2 years customer service experience
- 1 year management experience preferred

#### Licenses / Certifications / Registrations

- None

#### Additional Skills

- Extensive knowledge of all company services, programs, and products required
- Experience with cash handling and Point of Sale systems required
- Superior customer service and relationship skills required
- Excellent written and verbal communication skills required
- Ability to resolve conflicts in a professional and tactful manner required
- Ability to multi-task in a fast-paced environment comfortably required
- Experience with standard computer programs required; experience with CRM software and POS software preferred

#### Assigned Hours

- Full-time, 32-40 hours per week required. Some early mornings, nights and weekends may be required as needed. Approximately 20-25 hours per week are scheduled shift coverages with additional hours coming from administrative duties.

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.