

St. Andrew's Parish Parks & Playground Commission
Official Job Description

Job Title	Front Desk Receptionist
Classification	Part-Time
FLSA Status	Non-Exempt
Department	Member Services
Location	1642 Sam Rittenberg Boulevard, Charleston, SC 29407
Supervisor	Customer Service Director
Hours	Hours vary according to agreed shifts within the following hours: M-F 4:45am - 8:00pm; Sat. 7:45am - 5:00pm; and Sun. 12:45pm - 6:00pm.

JOB SUMMARY

Our front desk teammates have the first interaction with both members and potential members and are an important point of contact. The Front Desk Receptionist is responsible for ensuring positive customer service at the front desk and ensures each member and guest receives exemplary customer service, and facilitates the smooth and efficient operations of the front desk at St. Andrew's Family Fitness Plus.

ESSENTIAL DUTIES

- Enthusiastically greet customers as they enter and leave the facility
- Create an excellent first impression of the gym by providing a warm welcome, tidy appearance, and pleasant manner at all times
- Answer the phone in a friendly manner
- Answer member questions, and address/resolve customer concerns
- Conduct informative tours of the facility to prospective members, answering their questions and explaining programs and all entitlements of a membership
- Explain membership and other fees, including highlighting specifics of a membership contract when selling memberships
- Check members in and verify that their membership is active and paid to date
- Process new memberships, including accurate processing of payments and payment plans
- Process payments for memberships, concessions, and any programs or classes at the facility
- Guide members in regards to membership discounts, special events, and other promotions
- Provide information on classes and availability for the fitness and aquatics departments
- Become familiar with and be able to provide information to members concerning seasonal

- programs offered by the Programs Department
- Maintain a clean and tidy environment, both behind and in front of the counter

OTHER DUTIES

- Perform various administrative and housekeeping duties as assigned
- Must follow uniform policy at all times when on duty

QUALIFICATIONS

Education and Experience

- High School diploma or equivalent required
- Minimum of 1 year experience in customer service, administrative assistant, retail, sales and/or cashier experience preferred
- Experience in health clubs or recreation facilities a plus
- Computer and typing experience required

Knowledge, Skills, and Abilities

- Working knowledge of standard office equipment such as copy/fax/scan machines, multi-line telephone systems, and credit card processing
- Must possess the following skills: Customer service; Friendliness; Confidentiality; Discretion; Initiative; Diplomacy; Assertiveness; Punctuality; Dependability; and, a strong work ethic.
- Ability to learn the recreation and membership management software currently used
- Ability to use good judgment even under pressure or conflict
- Ability to work as part of a team

Certifications and Licensing

- CPR/First Aid/AED certification is required (can provide in-house upon employment)

PHYSICAL DEMANDS

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

- Mobility and strength sufficient to offer medical assistance up to and including CPR if needed
- Strength to lift equipment or materials weighing up to 25 pounds
- Vision to read printed materials and a computer monitor
- Hearing and speech sufficient to communicate in person or over the telephone

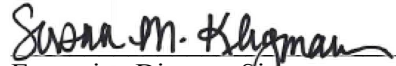
WORKING CONDITIONS

The majority of work takes place during fitness center business hours on the first floor of a two-story, 48,000-square-foot fitness center, containing six offices, two storage rooms, one copy room, a reception

area, a pool area, a nursery area, a conference room, a kitchen, three racquetball courts, a squash court, two fitness areas, and two aerobics rooms. Several offices, the conference room, and one aerobics room are located on the second floor, accessible only by stairs.

This job description lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have or obtain job-related knowledge and skills.

Approved By:



Executive Director Signature

12 January 2023

Date