



LAURI ANN WEST
COMMUNITY CENTER
JOB DESCRIPTION

POSITION TITLE:

Membership Experience Associate

SUMMARY DESCRIPTION:

Under the supervision of the Executive Director, the Membership Experience Associate is responsible for creating a positive customer service experience for our members and guests by entering new memberships, answering questions, giving tours, and registering them for classes.

ESSENTIAL FUNCTIONS:

- Positively engage all members, guest, and staff
- Proactively anticipate member and guest needs
- Learn names and personally recognize regular members of the facility
- Direct all guests to the appropriate locations in the facility
- Respond to all member requests and follow through until the needs and outcomes are met for the member
- Communicate effectively with other departments on scheduling and appointments of the facility
- Follow up with members on any questions or issues that may arise in the facility while keeping channels of communication open with the member for a satisfactory resolution
- Maintain a thorough knowledge of current services in all departments of the facility
- Provide a timely resolution to any issues on member accounts or processing
- Enter memberships and process any membership changes
- All other tasks assigned by supervisor including but not limited to cleaning and sanitizing of work station, cleaning and sanitizing of other areas of facility, and covering fitness center floor duties

QUALIFICATIONS:

- Strong verbal communication skills
- Energetic and responsible
- Detail oriented with an ability to multitask during peak hours of service
- Proficient in Google Suite
- Experience in Daxko software preferred
- Ability to work effectively with all members of the community as well as coworkers
- Ability to work shift work - mornings, evenings, and two required weekends a month

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- This position requires frequent walking, sitting, bending, stooping, periodically standing for long periods, using hand or fingers to manipulate, touch, or handle, and climb stairs.
- The work environment noise level is typical of a moderately noisy standard business with equipment running and members entering and exiting.
- Vision abilities required by this job include near and far vision, depth perception, and to differentiate colors.
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds.

JOB TYPE:

Part Time - Hours vary depending on business operations

SALARY:

\$10.00 to \$14.00/hour