

Member Services Representative

Job Responsibilities:

- Opening responsibilities and ready to operate at **4:30am** when guests can start arriving
- Greet all individuals entering the facility in a welcoming manner and direct them to the appropriate person/location accordingly.
- Monitor facility access by properly checking all Level II Fitness member cards.
- Answer all phone calls/transfer any calls that need transferred throughout TBK Bank Sports Complex.
- Receive and process payment for membership, program sales and any other cash transactions while practicing proper cash handling procedures.
- Provide outstanding facility tours and answer questions regarding memberships.
- Keep fitness center and lobby areas clean orderly and attractive.
- Must assist and be available to fill in as needed at the TBK Bank Sports Complex when other staff are unavailable to work.
- Report member and visitor comments, suggestions, complaints, concerns and problems to the Level II Fitness Director in a timely manner.
- Maintain a positive attitude and communication in a professional manner when interacting with members, staff and any renters of the facility.
- Adherence to all policies and procedures of Level II Fitness
- Understand and follow all safety rules and regulations including knowledge of emergency procedures and location of emergency equipment.
- All other duties as assigned by the Level II Fitness Director

Job Types: Full-time, Part-time

Pay: \$10.00 - \$13.00 per hour