

Metro Fitness Club Front Desk Associate

Metro Fitness Club is seeking a Front Desk Associate. The primary responsibility of this position is to provide excellent customer service that will drive member engagement and retention. The Front Desk Associate will greet members, prospects and staff as they enter the gym, provide assistance with member requests and prospect inquiries and perform administrative duties as directed by the General Manager.

Additional duties include but are not limited to:

- Greet members, prospects and staff in a welcoming and enthusiastic manner
- Track member visits, ensuring each member checks in using their key card
- Monitor check-ins to identify delinquent accounts and notify the GM
- Complete daily responsibilities for general gym cleanliness
- Perform gym tours for prospects and take them through the sales process
- Ensure all personal training and massage clients are directed to appropriate trainer or therapist
- Answer phone promptly in a professional and courteous manner
- Responsible for following up on telephone messages by directing them to or leaving messages for the appropriate person
- Respond immediately to member requests, inquiries and concerns
- Maintain a neat appearance and wear proper club branded attire
- Book and log personal training and massage therapy sessions in our club management system
- Process retail sales
- Make protein shakes as requested
- Follow opening and closing procedures as detailed
- Log maintenance and equipment concerns
- Other duties as assigned by General Manager

Qualifications and requirements:

- High school diploma
- Outstanding customer service skills
- Attention to detail
- Strong communication skills
- Understanding of basic accounting principles and cash processing procedures
- Functional computer skills
- Ability to multi-task

Compensation begins at \$10 per hour.

Interested candidates should submit their resume to colleen@metrofitnessclub.com

No phone calls please.