

Job title: Front Desk Receptionist – Ideal job for College Student

Location: Fitness & Dance Studio, Farmington Hills, MI

Job Type: Part-Time Employee, 10-15 hours per week

Years of Experience: 1-3 years, preferably in a retail or corporate setting

Position reports to: Front Desk Supervisor & Group Fitness Manager

Front Desk Job Description: The Front Desk Receptionist manages customer visits and inquiries, as well as assists with administrative tasks as requested by other department managers in the building.

★Duties And Responsibilities:

1. Answer and direct all calls in a professional, friendly manner and take complete and accurate messages with the current date and time and deliver messages to the appropriate party as soon as possible.
2. Greet all incoming clients, youth, and visitors with a warm and friendly welcome and manage check-in process for appointments and classes
3. Perform data entry of new client profiles and update existing ones in membership database
4. Check-in for class, training, or appointment, complete and/or update client information in membership database
5. Provide excellent customer service to all Fitness Clients, Youth students, Parents, and Coaches and manage client relationships
6. Address and resolve customer questions and issues and maintain contact logs as necessary in membership database
7. Sort and distribute incoming mail, packages, and other correspondence
8. Maintain, clean and organize the reception areas, studio equipment and studios as needed
9. Monitor retail merchandise including selling clothing and shoes, food items, stocking merchandise and food items, and other duties as directed by retail manager
10. Receive and process registrations for classes, training appointments, etc.
11. Receive and schedule appointments for all departments using scheduling software and following studio protocols.
12. Process all sales of classes, trainings, memberships, etc. at cash register
13. Close out cash drawer daily and prepare shift close report for manager's review.
14. Assist with creating and updating Excel spreadsheets and graphs
15. Update and help maintain social media platforms and blog posts
16. Assist with email marketing and client relationship management projects

17. Performs other duties as assigned

★Position Requirements:

- 1: Graduation from High School, some college experience
- 2: Certification in adult and infant AED and CPR (will provide training if needed)
- 3: Excellent verbal, written, communication, and interpersonal skills
- 4: Exceptional organizational and multi-tasking skills and ability to prioritize work flow according to immediate demands in a fast-paced environment
- 5: Excellent skills with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), above average skills with Microsoft Publisher (or other desktop publishing software).

★Starting Salary: \$10.00 / Hour dependent upon skill set and level of responsibility. 10-15 hours per week, primary shifts are mid-afternoon to evening and weekends.

Forward resume and completed application to:

Mid American Pompon & Studio, 24425 Indoplex Circle, Farmington Hills, MI 48335

Email: info.midamericanfit@gmail.com

Phone: 248-477-5248

Fax: 248-477-1133