

Front Desk Attendant Job Description

Experience and Educational Requirements:

- Equivalent of a High School Education Required
- Cash Register Experience Required
- CPR & First Aid Training Required
- Reception Experience Preferred

Skills Required:

- The ability to smile and be welcoming
- Basic math skills
- Ability to work under pressure
- Must have goodwill, diplomacy and the ability to get along with others
- Believe in a high level of customer service
- Ability to multitask
- Enjoy working with people.
- Solve problems
- Be obliging and accommodating
- Project self-confidence

Attitudes to Be Exhibited:

- Must have a friendly, outgoing personality and enjoy social interaction
- Must have a cooperative, positive with an optimistic attitude
- Must exhibit enthusiasm for the facility and for the job
- Must be a patient, courteous listener, able to show empathy
- Must follow instructions precisely
- Be aware of continual quality control and feedback on quality work
- Accommodating to the needs of others
- Clearly define expectations
- Enthusiasm to complete specialized work assignments
- Exhibit conservative and calculating approach to problem solving
- Be precise and accurate
- Adhere to regulations
- Follow through and complete assignments
- Precisely follow procedures
- Avoid sudden and abrupt changes
- Use analytical skills to maintain quality
- Use systematic approach to work assignments
- Have high tolerance level for conflict
- Work as part of the team
- Maintain a professional appearance and behavior

Duties to Be Performed:

- Handle incoming calls
- Greet everyone who comes in the front door
 - Check in members and verify membership
 - Register guests and collect guest fees
 - Register prospects and channel them to the membership department

- Provide directions.
- Handle court activities including lights, reservations and fees.
- Promote, register and collect all fees for:
 - Leagues and ladders
 - Tournaments
 - Clinics and lessons
 - Group fitness classes
 - Karate classes, etc
 - All special events
- Actively sell pro shop merchandise
- Sell tanning bed packages and accessories and schedule tanning appointments
- Sell and keep supplies stocked of all snack and drink items
- Handle membership payments, cancellations and freezes
- Handle rental of racquets, towels, locks and game equipment
- Keep all equipment straight and check out when needed
- Keep track of any program logs (swimming & running logs)
- Keep towels washed, dried and folded
- Keep desk and lobby neat and clean at all times
- Keep supplies stocked at all times
- Be responsible for security for self and others
- Undefined work assigned by supervisor

Supervision:

- Supervision and training will be given by the Front Desk Supervisor
- The front desk personnel are also responsible for following the directions of the Manager and Assistant Manager.