



The Club at New Seabury

Athletic Club

Front Desk Attendant

Position Overview

The Front Desk Attendant will oversee all front desk responsibilities and daily operations. This position will assist members as needed to ensure high standards of service and hospitality are met. This position will also provide assistance in the Fitness Center to ensure cleanliness and safety expectations are met.

Reports To:

- Manager

Essential Duties & Responsibilities:

- Greet members and guests upon entrance and exit, answering phone inquiries, returning voicemails, etc.
- Remain knowledgeable of marketing communication/ upcoming programs
- Open or close facility as shift requires
- Ensure the Front Desk operates at maximum efficiency while role-modeling the company's values and culture.
- Maintain cleanliness of front desk and lobby areas. Assist in keeping restrooms and locker rooms orderly, replenish product as needed, notify appropriate manager when inventory is low, etc.
- Secure coverage for shifts in staff absence with the assistance of the Lead Front Desk Attendant/Manager.
- Keep up-to-date with all safety and emergency procedures and accident prevention policies.
- Communicate effectively with staff, members, and management.
- Notify Fitness Director of any incidents with an instructor or trainer arriving late/no show, assist in contacting scheduled instructor or trainer if not on-site at the start of assigned class, etc.
- Assist in maintaining Massage Therapy request forms, ensuring new client paperwork is completed, etc.
- Comply with New Seabury policies and procedures.

Knowledge, Skills, & Abilities

- Must understand the core values needed to oversee and train a high level customer service team in a health club environment.
- Excellent communication and customer service skills are required.
- Ability to communicate effectively verbally, non-verbally and in writing is required.
- Ability to handle challenging customer issues with patience, tact and professionalism.
- Must have a high level of professionalism, honesty, integrity and work ethic.

Credentials & Experience

- Minimum of six months related experience required
- High school diploma or equivalent required.

Special Requirements

- Must be able to work a flexible work schedule to include holidays and weekends.