

Functions and Expectations of Position

Job Title: Service Team Member	Department: Fitness
Reports To: Club Coordinator	Status: Non-Exempt

JOB SUMMARY

The Service Team Member is the lead customer service contact for all members, guests, and or prospects. Service Team Member continuously circulates throughout the club (front desk, fitness floor and locker room) ensuring the facility is operating efficiently and safely and that club members/guests are following club regulations. This position also serves as a customer service presence within the club for member questions, concerns or needs. The Service Team Member is responsible for cleaning and restocking items in the club (fitness floor & locker room).

GENERAL

- Attend departmental meetings
- Attend monthly all staff meetings
- Attend safety training meetings
- Attend any customer service, professional development trainings provided by company as it relates to the position

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR FRONT DESK

- Greets and checks in all members and guests
- Rings up retail items at the point of sale
- Liaison between members and membership office: Including prospects and current members
- Assists membership manager in light duties assigned by membership manager
- Answers and directs all incoming phone calls
- Fields member complaints and concerns and takes care of member or gets management to assist
- Performs Opening and Closing Procedures for the club if assigned those shifts
- Responsible for keeping front desk clean, neat, and orderly
- Creates the "First Impression"
- Maintains professionalism when not assisting members; avoids eating, sitting, reading, Internet surfing, or any other activities that are not work-related
- Other duties as assigned

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR FITNESS FLOOR

- Ensures that club rules and safety standards are followed by member/guests
- Approaches members/guests not following club regulations.
- Makes club "rounds" by circulating throughout the entire facility locating any problems/issues that exist and takes actions to resolve these
- Reports any maintenance related problems to the Club Coordinator or fixes problem if possible
- Cleans equipment throughout the day, and after each use by member

- Circulates throughout the club, greeting and making eye contact with members/guests
- Providing towels and water to members or other items members may need while exercising
- Assists members/guests with fitness equipment and basic questions
- Liaison for fitness professionals when members have specific exercise questions
- Performs a general customer service role by answering member/guest questions as they arise
- Other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR LOCKER ROOM

- Cleans, dusts vacuums and mops locker room when necessary
- Takes ownership of areas of responsibility
- Restock items in locker room, such as but not limited to: vanity supplies, towels, paper goods, soap, etc.
- Assist members with lockers (day lockers as well as rental lockers)
- Responsible for laundry, washing, drying, folding and replacing in rental lockers within a 24 hour turnaround time

CRITICAL SUCCESS FACTORS

It is essential to focus on the basics (the “blocking and tackling”) of customer service. For each area of the club, critical success factors have been established. These critical success factors represent the few key elements of service that are most important to our members.

Front Desk:

- First Impression
- Professionalism
- Friendliness
- Well Informed Staff
- Attentiveness
- Trustworthiness
- Effective Systems

Fitness Floor:

- Attentiveness
- Equipment Working
- Cleanliness
- Fully Stocked Supplies
- Knowledge of Equipment

Locker Rooms:

- Cleanliness
- Friendliness
- Supplies Fully Stocked
- Equipment in Working Order
- Personalization

