



Live Happy.

<b>Job title</b>	<i>Front Desk Representative</i>
<b>Reports to</b>	<i>Billing Manager</i>

## Job purpose

The Front Desk Representative works closely with the Billing Manager to ensure an exceptional level of customer service. This role is responsible for providing outstanding service to all members and guests and serves as the first point of contact for the club. The Front Desk Representative ensures a welcoming, efficient, and professional experience while supporting daily club operations.

## Duties and responsibilities

The following is an outline of the primary job duties set forth for the Front Desk Representative. However, duties and responsibilities may not be limited to the following and are subject to change at any time. It is not intended to be inclusive but only represents the primary tasks that are necessary to be successful in the Front Desk Representative position.

- Always uphold the CCAC Mission Statement: *“Empowering healthier lives one member at a time.”*
- Maintain a positive and professional work environment
- Greet members and guests in a friendly and welcoming manner
- Check members in and verify account status, including holds, cancellations, and billing flags, and follow appropriate procedures
- Answer phone calls, emails, and general inquiries in a timely manner
- Assist with lockers and monthly locker management
- Provide excellent customer service in person and over the phone
- Resolve member concerns or escalate issues to the appropriate department when needed
- Maintain a secure front entrance and escalate situations to a MOD or emergency services when appropriate



### Live Happy.

- Support daily operational and administrative tasks as needed
- Utilize suggestive selling techniques to promote club services and stay informed on current programs and promotions
- Process payments and accurately apply them to member accounts
- Complete transactions using the Point of Sale (POS) system
- Schedule services and appointments using Club Automation and Smart Health Clubs

## Qualifications

- Must complete tasks in a timely manner with minimal supervision
- Must build and maintain positive relationships with members, guests, and coworkers
- Ability to multitask and stay organized in a fast-paced environment
- Strong communication skills, including professional phone etiquette
- Self-motivated and proactive
- Basic understanding of cash handling procedures
- Basic computer skills, including Microsoft Office
- Strong and accurate data entry skills

## Working conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions. The noise level in the work environment is moderately quiet to moderately noisy. The Front Desk Representative is required to work various scheduled shifts, ranging from early morning, mid-day, afternoon, evening, and holidays.

## Physical requirements

The physical demands of this job reflect the requirements needed to perform essential duties. Employees are frequently required to stand for long periods and use their hands, as well as talk and hear. They may occasionally need to walk. The



**Live Happy.**

role also involves occasionally lifting or moving items up to 20 pounds. Vision requirements include close, distance, and depth perception.

## **Direct reports**

Billing Manager

General Manager