



SAMSON HEALTH & FITNESS

PT MEMBER SERVICES & FRONT DESK ASSOCIATE

Responsible for ensuring smooth and efficient operational procedures within the Front Desk department, enabling the center to provide the highest level of customer service. Must demonstrate an aptitude and command of all policies and initiatives to ensure the integrity of the Samson brand.

Key Attributes: Customer Service, Great Listening, and Going Above & Beyond

Duties And Responsibilities:

- Provide an exceptional customer service experience to all Samson members, non-members, and users of the center.
- Enrolling new members and driving membership sales.
- Greet all members and guests with a smile and wish them well as they enter and exit the center.
- Check in all members and verify memberships.
- Facilitate any messages on club software at member check-in.
- Answer phones in a courteous, helpful, professional manner.
- Communicate special events to members and guests.
- Maintain an atmosphere that makes members feel welcome.
- Facilitate all member requests or forward them to the Director.
- Maintain a professional disposition at all times.
- Serving customers, taking money for retail/concession products and accurately accounting for transactions at the end of each shift.
- Schedule member services; one-on-one fitness assessments, and equipment demos.
- Facilitate payment of member services in accordance with procedures.
- Ensure paper towels are restocked and cleaning solution is maintained at each sanitizing station.
- Must be able to stand for long periods of time. Some Bending, kneeling, twisting, or reaching are required. Must be able to lift, push, or pull at least 50 pounds.
- Follow all policies and procedures in the New Birth Employee Handbook

We strive to PROMOTE FROM WITHIN so we are looking for a candidate who has leadership ability and the work ethic to excel and grow along with us.

Submit your resume to: Jobs.fitness@newbirth.org