



## **Member Services Associate (Part-Time)**

Location: Stonecrest, Georgia

Samson Fitness is seeking energetic, dependable, and service-driven individuals to join our growing team as a Member Services Associate. This role is essential to creating a welcoming, professional, and high-energy environment for our members, guests, and community partners.

The ideal candidate understands that every interaction matters and takes pride in delivering exceptional customer service while helping maintain the daily operations and overall experience of the facility.

This position supports front desk operations, member engagement, facility cleanliness, wellness program participation, events, reporting, and overall operational excellence throughout the center. The omission of specific duties for this position does not exclude them if the work is similar or related. Other duties may be required and assigned.

### **Key Responsibilities**

- Greet and assist members, guests, and prospective members in a warm, professional, and welcoming manner
- Check in and verify memberships accurately using club management systems
- Assist with membership enrollment, account updates, payment processing, and member inquiries
- Utilize Mindbody software for member management, scheduling, check-ins, reporting, notes, and operational tasks
- Maintain accurate member records and ensure proper documentation within system platforms
- Answer phones and respond to questions professionally and promptly
- Help create a positive, hospitality-driven atmosphere throughout the facility
- Conduct regular walkthroughs of the facility to maintain cleanliness, organization, and safety standards
- Restock sanitizing stations, paper towels, and operational supplies as needed
- Monitor fitness areas, locker rooms, courts, and common areas and report maintenance or safety concerns
- Assist with opening and closing procedures and ensure operational readiness during shifts
- Support gym events, rentals, tournaments, classes, and community initiatives
- Promote Samson Fitness memberships, services, classes, and partnership programs
- Assist senior members with wellness benefit participation and encourage proper check-in procedures for programs including SilverSneakers, Renew Active, and Silver & Fit/Active & Fit
- Prepare and assist with reports, schedules, calendars, spreadsheets, communications, and operational tracking documents
- Maintain professionalism, integrity, accountability, and strong communication with members, guests, instructors, trainers, and team members
- Assist leadership with additional operational projects and assignments as needed

## Qualifications

- Strong customer service and interpersonal communication skills
- Experience working in a gym, wellness, hospitality, or customer-facing environment preferred
- Experience using Mindbody software or similar membership management systems strongly preferred
- Proficiency in Microsoft 365 required, including Microsoft Outlook, Word, Excel, Teams, and PowerPoint
- Experience using Microsoft SharePoint and/or OneDrive preferred
- Ability to create and manage spreadsheets, calendars, reports, schedules, and professional communications
- Strong organizational skills with attention to detail
- Ability to multitask and operate efficiently in a fast-paced environment
- Dependable, punctual, and flexible with scheduling
- Comfortable interacting with members of all ages and backgrounds
- Interest in fitness, wellness, and community engagement preferred

## Physical Requirements

- Ability to stand for extended periods of time
- Ability to bend, kneel, twist, reach, push, pull, and lift up to 50 pounds as needed

## Why Join Samson Fitness?

- Samson Fitness is more than a gym — we are a community-focused wellness destination committed to positively impacting lives through fitness, hospitality, senior wellness, athletics, and community engagement.
- We are looking for team members who bring energy, professionalism, accountability, and a genuine passion for serving others.
- We believe in growth, leadership development, and promoting from within for individuals who demonstrate strong work ethic, operational excellence, and commitment to the Samson Fitness experience.

## Available Shifts:

Samson Fitness is currently seeking team members who are available to provide coverage during the following shifts:

Monday–Friday: 3:30 PM – 9:15 PM

Saturday: 6:30 AM – 2:15 PM

Candidates must be dependable, punctual, professional, and comfortable assisting with member check-ins, facility oversight, customer service, and general front desk/gym floor support as needed.

## How to Apply:

Submit resume to: [Jobs@newbirth.org](mailto:Jobs@newbirth.org)

Those whose qualifications most closely align with our needs will be contacted to move forward in the selection process. Calls will not be accepted.