



Front Desk/Customer Service:

The Front Desk Attendant position is at the center of our everyday operations. It is up to our front desk team to leave a lasting impression on our members. We are seeking warm, welcoming, and detail-oriented individuals who are looking to become a team member at Club Loveland.

Job Duties and Tasks include but are not limited to:

- Verbally acknowledges all incoming & outgoing guests
- Checks each member into the gym using the proper check-in procedures
- Ensures that guests and appointments are directed to the appropriate person in a prompt, professional manner
- Addresses caller's requests and/or takes appropriate messages
- Responds immediately to member requests, inquiries and concerns
- Assists with towels and other materials as needed
- Reserves time/makes appointments for Personal Training or other activities as needed
- Processes retail and concession sales
- Cleans and maintains the front desk area & follows proper opening and closing procedures as assigned
- Logs all maintenance concerns that are reported
- Notifies management of gym incidents that requires incident reports
- Presents a healthy lifestyle and fitness professionalism at all times
- Has a thorough understanding of overall club systems and operations and enforces procedures and policies
- *Every Club Loveland team member will be required help keep our new club, exceptionally clean! Each shift will begin or end with 15 minutes of cleaning and/or organizing of the entire club. We are a TEAM at Club Loveland and every team member is of equal importance and vital to the success of our business!*

Requirements:

- High school diploma or equivalent
- Successful work experience in a front office or customer service position
- Ability to effectively use computer programs and office equipment
- Outstanding communication skills
- Great organizational and multitasking abilities
- Ability to stand for 4 hours
- Ability to pass a back ground check
- CPR certified