

Position Announcement

TITLE OF POSITION: Full Time Service Desk Team Leader

LOCATION OF POSITION: National Institute for Fitness and Sport (NIFS)

DATE POSITION ANNOUNCED: May 1, 2018

SUMMARY OF POSITION: The service desk team leader follows the direction of the Service Manager on site and must be well versed in all programs and services provided at their facility. The service desk employees are the face of the fitness center. They are who members and guests see first, so it is their job to set the tone. It is essential that this person is able to ensure our members, prospective members, and guests feel welcome and that their expectations are exceeded by unparalleled customer service. The person in this position will assist the Service Manager in hiring, training and supervising staff as well as daily operations.

REQUIREMENTS:

- Customer service work experience
- Must have a friendly, outgoing personality and enjoy social interaction
- Must be able to present a positive first impression
- Ability to respond to and handle questions and concerns in a timely and professional manner
- Ability to coach and lead a team
- An interest in health and fitness
- Knowledge of and proficiency with Microsoft Office Suite
- Current CPR/AED/First Aid certification required
- Ability to work flexible hours, possibly including evenings, weekends and holidays

RESPONSIBILITIES:

- Provide top-notch, customer-focused attention during each member interaction by demonstrating excellent communication and interpersonal skills
- Monitor individuals entering the facility, allowing admittance only to eligible clients
- Assist with daily operations (i.e. professionally greeting members and guests, proficient use of the POS system, taking care of member concerns, answering the phone, maintaining parking log and distributing parking passes, stocking beverages and food items, maintaining an orderly work area, etc.)
- Provide members and prospects with current information concerning the facility and membership as well as programs and services
- Working knowledge of membership services; membership types and rates
- Assist other staff with first-aid and CPR/AED in the event of an emergency
- Demonstrate work ethic, ingenuity, customer care, and attention to detail
- Maintain familiarity with and abide by the policies stated in the NIFS Employee Handbook
- Supervise service desk staff and helps with training new service desk employees
- Recommend disciplinary actions as needed
- Aid in maintaining all parking logs and reports

- Perform other duties as assigned

STATUS: OPEN

FOR MORE INFORMATION ON THIS POSITION:

Donna Craig, Service Manager

dcraig@nifs.org 317.274.3432, ext. 244