

Position Announcement

TITLE OF POSITION: Member Services Representative

LOCATION OF POSITION: Indianapolis, IN

DATE POSITION ANNOUNCED: March 29, 2019

SUMMARY OF POSITION: The National Institute for Fitness and Sport (NIFS) is seeking a highly motivated, sales oriented, creative, results-driven individual with proven ability to serve as a full-time Member Services Representative. Our Member Services team is focused on building long-term member relationships to achieve our new member acquisition and retention goals. This position reports to the Member Services Manager. Compensation consists of a base wage plus commission.

REQUIREMENTS:

- Bachelor's Degree in Business, Marketing, Sales, or a related field.
- One to three years of sales and customer service experience.
- Experience with Customer Relationship Management (CRM) software preferred.
- Successful completion of online HubSpot Academy course(s) for Sales and Lead Management (may be completed once hired).
- Experience in meeting and exceeding sales goals.
- Self-motivation to work independently as well as part of a team.
- A passion for fitness and a healthy lifestyle and the desire to share this passion with others.
- Strong communication, listening, relationship building, and customer service skills.
- Ability to resolve conflicts in a prompt, professional, and tactful manner.
- Strong organizational skills and attention to detail.
- Ability to multi-task, learn quickly and put people first.
- Weekend and evening availability.

RESPONSIBILITIES:

- Demonstrate personal sales leadership by performing the duties of selling to prospective members and achieving and exceeding sales goals.
- Customize the buying experience to best align with the unique needs, interests, and goals of each prospective member by encouraging involvement with our staff, programs, and classes.
- Generate new sales leads through CRM software, new and existing corporate accounts, health fairs, member referrals, standard and grassroots marketing efforts, etc., to meet or exceed sales goals.
- Collaborate with the Member Services Manager to ensure effective member onboarding and retention.
- Develop relationships with the members and within the community and watch for community events where NIFS should be involved.
- Respond to member requests, suggestions, and concerns in a positive and timely manner.
- Other projects and duties as needed or assigned by the Member Services Manager.

STATUS: OPEN

FOR MORE INFORMATION ON THIS POSITION:

Send resume and cover letter to:



250 University Boulevard
Indianapolis, IN 46202-4192

www.nifs.org

NIFS

Lisa Williams, Member Services Manager

250 University Blvd.

Indianapolis, IN 46202

317.274.3432 ext. 279

lwilliams@nifs.org