

Position Announcement

TITLE OF POSITION: Part-Time Service Desk Associate

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

DATE POSITION ANNOUNCED: Ongoing

SUMMARY OF POSITION: If you want an exciting and fun job interacting with great people every day, join us at the National Institute for Fitness and Sport (NIFS)! We are seeking mature, energetic and friendly candidates to work at our service desk. Our Service Desk Associates are the face of the fitness center and are responsible for providing exceptional service to members, guests and staff at the Service desk both in person and over the phone. Service Desk Associates are expected to surpass all expectations under the management of the Service Manager. Most importantly, Service Desk Associates create a welcoming environment by building rapport with all members, guests, and staff. All employees are provided with a fun, friendly, team-oriented work environment and a free membership.

REQUIREMENTS:

- Five years experience in a fitness center, customer service, or retail role preferred
- Must present a positive first impression with a professional appearance including a smile, uniform, and name tag
- Excellent verbal and nonverbal communication skills
- Must have and maintain an upbeat and positive attitude, outgoing and friendly personality and enjoy social interaction
- Confidence and desire to create new relationships quickly
- A strong work ethic that includes punctuality, organization, and attention to detail
- Ability to respond to and handle questions and concerns in a friendly and professional way both on the phone and in person
- Excellent listening skills with the ability to empathize and problem solve
- Ability to quickly acquire and apply new knowledge and skills
- Ability to multitask and work well under pressure
- Basic understanding of accounting principles, cash processing procedures and computer skills
- A passion for fitness and health
- Current CPR/AED and First Aid certifications preferred
- Ability to work flexible hours, possibly including early mornings, evenings, weekends and holidays

RESPONSIBILITIES:

- Provide top-notch, customer-focused attention during each member or guest 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 guests with current information about the facility and membership as well as programs and services
- Assist other staff with first-aid and CPR/AED in the event of an emergency
- Maintain familiarity with and abide by the policies stated in the NIFS Employee Handbook
- Perform other duties as assigned by the Service Manager

STATUS: OPEN

FOR MORE INFORMATION ON THIS POSITION:

Mitch Church, Service Manager

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