



Member Service Job Description

Job title	<i>Member Service Representative</i>
Reports to	<i>Relationship Manager and Director of Communications</i>

Job purpose

As a Member Service Representative, your main goal is to provide exceptional customer service to our SwimRVA family. You are responsible for greeting each and every person who walks into our building and seeing how you can help them. You are responsible for knowing the mission of SwimRVA as this is why we do what we do here at SwimRVA.

Duties and responsibilities

Member Service Representatives are a vital part to the SwimRVA organization. You are the face of our company. On top of providing the best customer service possible, all member service representatives will be responsible for several duties and responsibilities. Duties and responsibilities include, but are not limited to, the following:

- Performs his or her job in a friendly, courteous manner at all times.
- Great team members and guest as they come in the door
- Build Relationships with members and guests as they check in.
- Have knowledge of all programs so that you can listen to customer and complete sale with correct membership needs.
- Answer the phones with great customer service and attitude and help find answers for members and guests on the phone
- Check the front desk email and the daily calendar of events and online program registrations to make sure that you are aware of everything going on in the building each day.
- Must know all membership options available and the programs offered so when listening to customers can help them make decisions on best program for their needs.
- Keep the lobby area/front desk clean, neat, and free of clutter.
- Make sure that all flyers/schedules/ and forms are stocked. Make copies as needed.
- Make signs and flyers about closings/unexpected events as needed.
- Assist with set up/take down duties for meets/community room events & parties, etc.
- Alert Management of any issues or concerns that need attention.
- General filing and clerical type work deemed necessary by supervisor.
- Perform any duties given by Director of Communication, Relationship Manager, Director of Programs, Director of Operations, and any other staff to help the TEAM.
- All other duties assigned by department heads.
- Willingness to be a Team Player and Hard Worker.
- Ability to work with attention to detail.

Physical requirements

- CPR and First Aid Certification required (or be willing to be trained).
- Be able to work in standing positions for long periods of time (up to 6 hours).
- Must be able to work weekends.

Occasionally member service representatives will be responsible, but not limited to, walking on tours, assisting in sets of various types, and lifting and carrying weights up to 50 pounds.

Qualifications

Qualifications include:

- High School degree
- Knowledge in basic use of Microsoft office including Excel, Publisher, Power Point, google mail, and google docs.
- Be willing and able to learn multiple operating system for memberships and sales.
- Previous sales and customer service preferred.
- Ability to work in high stress conditions, use critical thinking, and customer service savvy.
- Must be able to show great customer service to all customers and employees of SwimRVA
- Must be CPR certified, SwimRVA will train.

Reports to

Member Service Representatives will report directly to the Relationship Manager and the Director of Communications.