

# Badminton & Tennis Club

## Job Description

### Front Desk Staff

#### **Overview:**

The Front Desk Staff is the initial point of contact for members with the club. To be effective staff need to know club policies, club systems and have a pleasant, respectful manner. Because the club staff is small, each employee must be reliable – especially as it relates to timeliness – and flexible – willing to take the initiative to solve member issues.

#### **Duties and Responsibilities:**

- Greet members and guests as they enter the club.
- Check members in to our court reservation system.
- Answer questions and resolve issues members raise.
- Understand the club systems and club policies (scheduling court times, paying bills, etc.) in order to correctly resolve these issues.
- Keep the front desk and reception room neat and tidy.
- Book playing time on the courts, confirm these, and manage court cancellations.
- Answer all incoming calls and emails and direct them to the appropriate person, or take messages.
- Keep the club room neat and stocked with snacks
- Check towels in both men's and women's locker rooms and restock when needed.
- Manage parking lot sign ins and tennis ball purchases.
- Reliably adhere to the work schedule once it has been published.
- Complete tasks assigned by the Club Manager.

#### **Skills Needed:**

- Pleasant interpersonal manner
- Well organized, ability to multi task
- Problem solving skills
- Customer service skills
- Basic knowledge of MS Word, Excel, Outlook

**Please submit Resume/Cover Letter to:**

**Kris Anderson** Director of Community Programs [kanderson@fenwaycdc.org](mailto:kanderson@fenwaycdc.org)