

# Badminton & Tennis Club

## Front Desk Staff - Job Description

### 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.
- Keep the club room neat and stocked.
- Check towels in both men's and women's locker rooms, wash and restock when needed. Keep bathrooms neat and stocked.
- Manage parking lot sign ins and tennis ball purchases.
- Reliably adhere to the work schedule once it has been published.
- Sweep/Maintain the tennis courts as directed by the Club Manager.
- Complete tasks additional tasks as assigned by the Club Manager.

### Skills Needed:

- Pleasant interpersonal manner
- Well organized, ability to multitask
- Customer service skills
- Basic knowledge of MS Word, Excel, Outlook