

Front Desk Attendant - Job Description

The Front Desk Attendant will greet and direct members, guests and staff as they enter the club. This position will provide assistance to member's requests along with inquiries about club operations & policies as well as perform various administrative duties.

In general, all front desk attendants must welcome and assist members & customers. For this they are required to have excellent communication skills, pleasant personality and should love interacting with people. They should also have basic mathematics and computer operation skills, as their job will also involve maintaining records and data on the computer. Good telephone etiquette and email etiquette are also required. They should also have some basic conflict resolution skills, to handle difficult customers in the most professional manner.

Like every other front desk receptionist, the club front desk receptionist is also expected to greet and bid farewell to the guests entering and leaving the club, with a pleasant demeanor. Answering their queries, providing information about the different memberships, programs, lessons, leagues, pros, etc. also falls under the job description of the club front desk attendant.

Handling club membership database/paperwork/procedures, registering new clients with the right registration procedures, receiving club membership payments, etc. are also duties of a club receptionist. It's the duty of the front desk attendant to be aware of the different programs being conducted at the club and their location. They are also expected to maintain all accounts details and keep updating their supervisors regarding the accounts status. Several times, the front desk attendant also must remind their clients of payments, etc.

A front desk attendant must keep his or her work space clean and organized. A sloppy desk will send the wrong vibes to the clients. Front desk attendants must also need to be alert and sharp when it comes to their client's details. They should know their clients by name and should also keep an eagle's eye on the visitors visiting the facility. Irrespective of which field you are employed in, the bottom line is to be courteous and professional during your working hours!

Requirements:

- Tennis experience or knowledge is preferred but not required
- High school diploma required
- Excellent customer service skills are required
- Ability to communicate effectively with both staff and members is critical
- Understanding of basic accounting principles is required
- Computer literacy and knowledge of applicable programs
- Ability to work independently, as well as being able to collaborate effectively with colleagues
- Understanding of basic cash processing procedures is required
- Functional computer skills are required
- Ability to multi-task is very helpful to successfully perform duties
- Ability to work under pressure, with a smile
- Believe in a high level of customer service
- Enjoy working with people
- Solve problems
- Be obliging and accommodating
- Project self-confidence

Attitude

- Friendly outgoing personality
- Spirit of cooperation
- Enthusiastic and positive, always
- Patient, empathetic listener
- Must have a friendly, outgoing personality and enjoy social interaction
- Must have a cooperative, positive with an optimistic attitude
- Must exhibit enthusiasm for the facility and for the job
- Must be a patient, courteous listener, able to show empathy
- Must follow instructions precisely
- Be aware of continual quality control and feedback on quality work
- Accommodating to the needs of others

- Clearly define expectations
- Enthusiasm to complete specialized work assignments
- Exhibit conservative and calculating approach to problem solving
- Be precise and accurate
- Adhere to regulations
- Follow through and complete assignments
- Precisely follow procedures
- Use analytical skills to maintain quality
- Use systematic approach to work assignments
- Have high tolerance level for conflict
- Work as part of the team
- Maintain a professional appearance and behavior

Duties

- Handle all incoming calls in a professional and courteous manner and uses proper phone greeting techniques.
- Greets each member and guests promptly, enthusiastically and with a smile to create a friendly positive entrance into the club.
- Book & Check in members in regards to courts using the proper procedures.
- Reserves time/makes appointments for courts, special classes, camps, leagues or other activities sponsored by the club.
- Make sure clients/pros are on the correct court at all times.
- Register guests and collect any fees, liability forms etc.
- Promote new programs.
- Sell all programs in retail.
- Clean according to duties
- Keep front desk and lobby clean and free of clutter
- Refer to daily info book at the start of each shift. Communicate with other staff as needed. Keep a daily to do list to help you succeed.
- Attend staff meetings.
- Report any member concerns to your supervisor. If you can solve the problem, please do so. No matter what listen, reassure and report.
- Smile.
- Says Hello to all incoming guests and say Good-bye to all outgoing guests.
- Provides security and control to the front door area of the facility.
- Responds immediately to member requests, inquiries and concerns.
- Maintain neat appearance and wear proper attire.
- Assist patrons by being knowledgeable of club's membership rates, classes, programs, lessons, camps, leagues, special promotions etc. And being knowledgeable in club procedures & polices.
- Follow proper opening and closing procedures as assigned.
- Works when scheduled and adheres to company attendance policies.
- Performs other duties as directed by your Supervisor
- Work within a non-smoking environment.
- Perform all other tasks as assigned.
- Controls cash transactions at the front desk and maintains complete responsibility for drawer accuracy.
- Responsible for the implementation of new procedures and/or policies.
- Provides assistance to other employees and departments to contribute to the best overall performance of the facility.