

# Elite Departments & Job Descriptions

## Membership

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The primary responsibility of a Membership Sales Representative is to effectively recruit new members into the Club through active prospecting, referral programs and community outreach, as well as to provide excellent customer service to our existing members. Through an effective sales process the Membership Rep is expected to produce consistent sales effort in order to exceed both personal and team sales goals.

Hours: Part-time / full-time. Days, evenings and weekends.

Requirements: The Membership Rep must be motivated, team oriented, organized, computer literate, as well as be a self-starter with strong communication and people skills. Previous inside and/or outside sales experience is highly preferred, but not required.

## Playroom/Junior Room Attendant

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The Playroom/Junior Room Attendant is responsible for greeting members and their children, as well as providing proper safekeeping, education entertainment and orderly supervision of children. Attendants create a fun and happy environment where children want to come back often. Attendants maintain the Playroom / Junior Room in a clean, neat and orderly manner.

Hours: Various hours are available; the Playroom & Junior Room are open on weekdays, weekday evenings & weekends.

Requirements: Must be very energetic and have good stamina, positive and service-oriented; must be disciplined and accountable for work and schedule; reliable and dependable; and truly love being with and entertaining children.

## Front Desk

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The front desk attendant is primarily responsible for greeting members and guests and accurately and efficiently routing them to their desired locations; controlling and logging member and non-member access to the facility; routing incoming phone calls; responding to members requests for information and assistance; handling retail and account transactions; functioning as a liaison with all departments and keeping the reception area in a neat and orderly manner.

Hours: Part-time and varied shifts available: mornings, afternoons, nights, weekends.

Requirements: 18 years of age, Maturity, strong hospitality and/or customer service experience, professional and outgoing personality, energetic with ability to multi-task, excellent verbal/phone communication and listening skills.

## Youth / Adult Programs

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The role of the youth/adult coordinator responsibility is to manage, develop, and create youth and adult programs for the members. Organize vendors and subcontractors for individual programs (i.e. karate, ballet, etc..). Coordinate payment arrangements, space and time selections. Development of quality programs and events by researching, marketing and training club staff.

Hours: 20 + hours per week. Includes evenings, weekends, and some special events.

Requirements: Team oriented, organized, outgoing, self-starter, and excellent people skills, fun and energetic.

## **Concierge**

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The primary responsibility of the concierge is to be knowledgeable about all the programs the club offers. To be courteous, helpful and efficient. The concierge is part of the front line team that works to create an environment in which each decision and action is designed to make the customer's experience exceed their expectations. The goal is to find out as much as possible about the member and try to understand what type of experience they are looking for at the club and then to give it to them!

Hours: Part-time and varied shifts available: mornings, afternoons, nights, weekends.

Requirements: 18 years of age, Maturity, strong hospitality and/or customer service experience, professional and outgoing personality, energetic with ability to multi-task, excellent verbal/phone communication and listening skills.

## **Fitness Specialist**

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The primary responsibilities of the Fitness Specialist is to ensure our members reach their goals by providing them with the highest level of knowledge and customer service, all in a safe, clean and comfortable environment. The Fitness Specialist will be responsible for creating and monitoring fitness programs based upon results received from administering a fitness assessment, as well as keeping them motivated through membership retention programs offered. Other duties will include maintaining the fitness center equipment in a neat and functional manner.

Requirements: BS degree in health related field, preferred. Certification through a nationally recognized Personal Training organization. Candidates must be service oriented and passionate about fitness and helping others.

## **Personal Trainer**

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The primary responsibility of the Personal Trainer is to provide personalized fitness programs that are motivating, safe and effective to individuals and small groups based on respective goals. A personal trainer should be able to effectively approach members, help them identify their specialized needs and show members that results can be accomplished in a time efficient manner. Personal trainers should also have the ability to develop and execute group training programs meeting the needs of specialized club populations.

Hours: Full-time. 20-25 sessions / week minimum, scheduled by appointment.

Requirements: Certified by NSCA, ACSM, NASM, ACE or NSPA; training experience, BS degree in health related field preferred.

## **Office Clerical Help**

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The primary responsibility for the Accounting Clerk is to resolve any questions that our members have on their statements. This is done through double checking the daily transactions before they are posted to accounts and answering the questions that members have after they have received their statements.

Hours: Part time to full time; hours can be flexible.

Requirements: Computer knowledge or the willingness to learn; Mathematical aptitude, calculator skills, good phone personality, and patience also required. This position would also be helping out in other areas of the office so flexibility is a must.

## **Grill**

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Grill employees prepare and serve food and beverages to the members around the outdoor pool. Grill employees are responsible for entering all grill house charges into the club billing system and balancing all cash taken in for their shift. This is a seasonal position.

Hours: Varies; days, nights and weekends.

Requirements: Excellent people skills, fun and energetic, organized, and ability to multi-task.

## **Aquatics**

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The Aquatic Center is composed of lifeguards, swim instructors, trainers and group instructors.

Lifeguards are responsible for the safety and well-being of participants in aquatic activities in the pool area. Lifeguards must have current certifications in American Red Cross Lifeguard/First Aid, and CPR for the Professional Rescuer.

Swim Instructors are responsible for conducting safe swimming lessons for children and adults in private and group settings using American Red Cross Learn to Swim guidelines.

Aquatic Personal Trainers are responsible for providing motivating and personalized aquatic exercise programs for individuals and small groups on a regular basis. Aquatic personal trainers must possess a current personal training certificate.

Aquatic Group Exercise Instructors are responsible for conducting safe, fun and effective aquatic group classes for all participants. Instructors must possess a current group exercise certification or previous experience.

Hours: Varies; days, nights and weekends based on demand.

## **Housekeeping**

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The primary responsibilities for the housekeeping staff is to wash, dry and fold towels for distribution to the locker rooms; clean locker rooms, club restrooms and general lobby areas; empty garbage cans throughout club grounds and other general janitorial duties.

Hours: Varies; days, nights and weekends.

Requirements: Detail oriented, ability to work independently with little supervision, reliable, and ability to work quickly and efficiently.

## **Group Exercise**

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The primary role of the group exercise instructor is to provide a fun, motivating, and safe workout experience to each participant in a class setting. Excellent instruction and effective communication combine to create a positive and rewarding experience in every class.

Hours: Varies, depending on class schedules (early-mid mornings, evenings, and weekends)

Requirements: Instructors must be experienced, energetic, and reliable; must be certified by A.C.E., AFAA, or other nationally-recognized organization and/or hold a certification specific to classes taught. CPR/AED certification also required.