

## **Member Service Associate**

### Job Details:

- \$15 per hour
- Part-time at 12-24 hours per week, depending on availability
- Shifts available Monday through Friday between 5am and 9:30pm and Saturday and Sunday between 7:30am and 5:30pm.

Steamboat Tennis & Athletic Club is looking for friendly, professional Member Service Associates to join our team! As a Member Service Associate, you will be the face of the club and provide top-notch, frontline customer service to all of our members.

### Expected duties in this position include but are not limited to:

- Greet members and check them into the club
- Verify that all individuals coming into the club have the necessary access
- Answer phone calls and emails in a courteous and timely manner
- Provide general information about the club and answer questions about club amenities
- Register members for services and process payments as needed
- Sell memberships to new members and provide short tours around the club as needed
- Collect all necessary member information, signatures, and payment for new memberships
- Communicate consistently with management and other departments to maintain good work flow
- Perform light cleaning duties to ensure the Front Desk is properly sanitized and organized at all times

### In order to excel in this position, you will need to have:

- Exceptional communication and customer service skills
- Upbeat, positive attitude and passion for people

- Acute attention to detail
- Ability to multitask and work in a varied, fast-paced environment
- Familiarity with computers including word-processing programs and the ability to adapt quickly to digital management programs
- Organizational skills and the ability to manage time well
- Sensitivity to confidential information

Our ideal candidate will possess the following:

- High school diploma or GED
- 6 months or more of customer service experience preferred
- CPR/First Aid certification or willingness to obtain
- Interest in health, fitness, or sports preferred
- A valid driver's license and reliable transportation
- Proof of COVID-19 vaccinations
- A non-smoking lifestyle

We want all of our staff to feel valued as a part of the STAC family. As a member of our team, you will have the following benefits:

- Core Single membership at Steamboat Tennis & Athletic Club
- Paid time off
- Paid training

Ready to apply? Please email your resume, along with two professional or educational references, and a letter of interest to our hiring manager Noelle at [noelle@staclife.com](mailto:noelle@staclife.com).

### About Us

Steamboat Tennis & Athletic Club is a state-of-the-art fitness center in Olympia, WA, located at 3505 Steamboat Island Rd NW. Our tennis club has been running for 6 years, and our gym opens this winter. The position will begin as soon as the gym opens, with paid training starting in early January. Our gym's amenities include: a strength training area, group fitness areas, a three-lane saltwater pool, locker rooms, a cafe, and a

children's activity center. We have a welcoming team that is passionate about fitness and community.