

Member Service Lead

Job Details:

- \$18 - \$22 per hour
- Full-time at 30-40 hours per week, depending on availability
- Shifts available Monday through Friday from 8am to 2pm and 1pm to 8pm, occasional weekend hours as needed with shifts between 7:30am and 5:30pm

Steamboat Tennis & Athletic Club is looking for energetic, hard-working, and attentive Member Service Leads to join our team! As a Member Service Lead, you will manage the day-to-day operations at the Front Desk and lead your team of Member Service Associates in providing an exceptional experience to all members of the club.

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

- Oversee, support, and engage in the duties and responsibilities of Member Service Associates, which include:
 - 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
- Support training and development of Member Service Associates

- Assist with staff scheduling and coordinate shift changes as needed
- Support efforts of management by communicating policy changes to staff, advising proper procedures, and addressing problems in a timely manner

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
- Ability to lead and motivate others, manage conflict, and problem-solve
- 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
- 2 or more years of customer service experience
- 1 or more years of management or leadership 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
- 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:

- Pro Family 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 Athletic Director Heather at heather@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.