

Membership Experience Associate

Lauri Ann West Community Center

Summer 2018

Part-Time position

We are seeking a Membership Experience Associate staff member who provides the following services:

- Strong verbal communication skills able to positively engage all members and staff
- Proactive in anticipating member and guest needs
- Enthusiastic and responsible while interacting and assisting all members and guests
- Energetic and responsible
- Need to have a comfort level in giving and receiving feedback
- Completing repetitive tasks while maintaining the same quality standards
- Learn names and personally recognize regular members of the facility
- Direct all guests to the appropriate locations of the facility
- Respond to all member requests and follow through until the needs and outcomes are met for all members
- Communicate effectively with other departments on scheduling and appointments at the facility
- Follow-up with members on any questions or issues that may arise in the facility while keeping channels of communication open with the members for a satisfactory resolution
- Maintain a thorough knowledge of current services in all departments of the facility
- Provide a timely resolution to any issues regarding member accounts or processing
- Detail oriented and must be able to multitask during peak hours of service
- Must be proficient in Microsoft office and other computer software; preferably Daxko experience
- Must be able to work effectively with all members of the community as well as co-workers
- Report to work on time for scheduled shift and follow the company Dress Code
- Be available to work shift work- mornings, evenings, and two required weekends a month
- Willing and timely execution of other duties as delegated by the leadership team.

Physical Requirements and Work Environment:

- This position requires frequent walking, sitting, bending, stooping, periodic standing for long periods of time, using hand or fingers to manipulate, touch or handle, and climb stairs
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds
- The work environment noise level is typical of a moderate noise standard business office with equipment running outdoors in normal urban setting
- Vision abilities required by this job include near and far vision, depth perception and differentiation of colors

Job Type: Part Time

Salary: \$10.00 to \$14.00/hour

Contact/submit resumes: gkirk@lauriannwestcc.org