

## JOB DESCRIPTION



**JOB TITLE:** Athletic/Fitness Facility Front Desk Clerk (Non-Exempt)

**DATE:** 2022-2023

**DEPARTMENT:** Field House

**REPORTS TO:** Field House Director

**SUMMARY:** The SJA Athletic Facility plays a critical role in providing a positive experience to students, athletes, members, prospective members and visitors to our facility. Employees in this position are the gatekeepers to the athletic facilities, creating an excellent first impression of the facilities by providing a warm welcome, tidy appearance and pleasant manner at all times. Persons in this role welcome and direct the general public, students, parents, visitors, and other interested parties who visit the athletic facility. Provide information regarding activities at the facility, as well as information about other campus facilities, departments, offices, and employees.

### **TASKS AND RESPONSIBILITIES:**

- Greet persons entering the Athletic facility, determine the nature and purpose of visit, and direct or escort them to specific destinations. Providing exceptional customer service to all pool members, non-members and users of the facility.
- Welcome students, athletes, members and visitors to the gym and provide accurate information concerning games, practices, programs and activities
- Validate memberships and/or receive payment and record receipts for memberships and merchandise from on-site store. Handle questions regarding membership cancellations.
- Assist with and process Topper Shop sales.
- Responsible for accurate accounting of transactions for day rates, memberships, Topper Shop sales. Making sure transactions balance at the end of each shift and maintaining accurate registers and reports.
- Registering prospective members and guiding them to the correct person.
- Operate telephone and answer, screen, and forward calls; provide information; and take messages.
- Provide information about the athletic facility programs and activities to other departments or employees as needed.
- Ensure that adequate brochures and promotional materials are available at the reception area.
- Hear and resolve needs and minor complaints from internal and external customers. Record and keep clear and accurate records of all complaints, lost property and repairs and ensuring the information is delegated to, and resolved by, the relevant department.
- Perform clerical support tasks such as operating computers or calculators to work with database records and other documents.
- Transmit information or documents to students, faculty, staff, parents and the public, using computer, mail, or fax machine. File and maintain records.
- May schedule appointments or activities and maintain and update calendars.
- Supervise and enforce appropriate student behavior as described in Academy Student Handbook.
- Ensure reception area and front desk is kept clean and tidy at all times.
- Undertake other duties, of a similar professional nature and commensurate with the role, at the request of the Athletic Facility Director

- *The Academy administration reserves the right to assign or reassign duties and responsibilities to this job at any time.*

### **KNOWLEDGE AND SKILLS:**

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and operating databases and other office technology. Knowledge of Microsoft Office is preferred.
- **Commitment** – Committed to working within a framework that encourages equality of opportunity and diversity.
- **Availability** – Able to work evenings and weekends.
- **Safety** – Ensure the safety of members and guests at all times. Uphold safe and efficient workplace policies and practices.
- **Accuracy** – Maintain records, transactions, and compile data as requested.

### **EDUCATION AND EXPERIENCE:**

- A high school diploma is required and vocational training or at least two years of job-related experience is preferred. An associate degree or equivalent is an asset.
- Work-related skill, knowledge, or experience working directly with the public in a fast-paced environment is preferred; experience in a school or fitness setting is a plus.

### **ENVIRONMENTAL FACTORS:**

The majority of duties are performed in a standard fitness facility or athletic complex facility and/or on the playing fields. Some maintenance work on equipment may be necessary. Must have the ability to lift 50 lbs., with frequent lifting and/or carrying of objects or equipment weighing up to 25 lbs. and carrying such weights a distance of up to 50 yards. Other physical requirements include pushing, pulling, and reaching, frequent walking, standing, occasional bending, stooping and kneeling, must be able to hear and speak clearly to communicate with students, parents and spectators. Vision such as excellent depth perception, reaction time, far vision, spatial orientation. Must have the ability to reason and make judgements.

Frequent work outside of regular work schedule may be required, including evenings and weekends.

### **BACKGROUND CHECK AND FINGERPRINTING:**

The Academy conducts criminal and motor vehicle record checks on all candidates. We reserve the right to investigate fully any criminal or motor vehicle offense prior to consideration for employment. Job offer is contingent upon satisfactory maintenance or completion of our background and Child Abuse Registry reporting, and acceptance of our Non-Discrimination and Unlawful Harassment Policy.