



JOB DESCRIPTION

Title: Front Desk Attendant

Reports to: Club Director, Owner

Summary of Position:

The Quad City Tennis Club Front Desk Attendant is a fast paced position that requires great organizational, communication, basic computer skills and efficiency. Front Desk positions have a great amount of responsibility with assisting in providing a great member experience. Front Desk employees put an emphasis on assisting members and potential members in scheduling and booking tennis/pickleball court rentals, private lessons, enrolling in group and academy classes, etc. via phone, in person or online using our court scheduling software. Front Desk employees are responsible for greeting each member or potential member in a friendly, welcoming manner as well as general cleaning duties and other duties as assigned by the Club Director.

Duties & Responsibilities

- Politely Greet each Member/ potential member upon entering business (keep/stay positioned at counter when not cleaning)
- Politely answer phones using company greeting
- Assist members in making court reservations and signing up for adult/youth programs at the club, over the phone and online
- Make sure members' questions are answered and have a positive customer experience.
- During downtime, general sanitizing of tables and touch surfaces as well as vacuuming of the common areas - ensuring the lobby is free of debris and clean at all times.
- Empty dust pans and vacuum after sweeping (keep them free from debris)
- Vacuum Rugs and organize magazines in the lobby area.
- Clean bathrooms
- Help organize the pro shop and assist members in purchasing products/directing them to a tennis pro to help with racquet fitting, etc.
- Laundry -wash, dry, fold, put away throughout the day.
- Open/ Close register (count money make deposits)
- Keep change/ make change (\$)
- Change trash
- Clean, dust shelves, pictures, counters, tables, displays.