



## **Front Desk Associate**

### **Summary**

Dedicated and customer-oriented Front Desk Associate with proven experience in hospitality and administrative support. Skilled in managing front desk operations, greeting guests, handling reservations, and addressing inquiries. Strong communication and multitasking abilities, ensuring a welcoming environment while efficiently managing check-ins and check-outs. Committed to delivering exceptional service and enhancing guest experiences, with a focus on attention to detail and problem-solving. Proficient in using various booking systems and ensuring smooth daily operations.

### **Essential Duties and Responsibilities**

Conduct oneself with integrity, honesty, and good character at all times.

Educate customers on our products and help them select the best product for their needs.

Answer customer inquiries, both in-person and via phone/email.

Handle point of sale transactions for members and guests.

Orient visitors to the sport of indoor climbing and all the safety policies and procedures involved.

Monitor visitor check-in ensuring waivers are signed and maintain up-to-date records of member information and accounts.

Perform gym opening and closing procedures.

Maintain gym cleanliness and perform daily cleaning tasks.

Perform other duties as assigned

Reports directly to the Owner or Manager and fulfills all assignments and tasks assigned by the facility's Owner or Manager.

**Availability:** Wednesday Required

To apply for this job email your details to [\*\*jobs@rockhausclimbing.com\*\*](mailto:jobs@rockhausclimbing.com)