

Employee Name:



The Mission of SHARE is to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas.

Job Description Member Services Level 1

Reports To: Member Services Coordinator	Location: 6
Type of position: Hourly	Grade: 24
Benefits Eligible: No	ID: 94
EEOC Classification: Admn Support/Non-Supervisory	
Non-Routine Driver	Tier: 1

Position Summary

Is the first point of member contact at the front desk. Acts as public relations representative, promoting consistent delivery of excellent customer service. Responsible for the member check in process, point of sale functions including Café as needed, membership sales and prospect tours. Performs receptionist functions for the center and disseminates information and customer complaints and or concerns.

Qualifications

One year of successful customer service is required with 3 or more years preferred. Must be able to work independently and use judgment and discretion. Must be able to handle basic office functions and point of sale functions. Must possess excellent public relations skills and communication skills both verbal and written.

Certifications

Current certification in CPR and First Aid required must be obtained within 90 days of hire. The cost for CPR certification will be reimbursed by HFC.

Physical Requirements

Light to Medium work

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as typewriters and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

The minimum requirements of this position require this individual to:

- Perform repetitive tasks and/or motions such as required for keyboarding
- Hear alarms/telephone/normal speaking voice
- Have clarity of vision with/without corrective lenses
- Ability to negotiate stairs

Other Requirements

- Furnish own transportation
- Must keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, national origin, handicap or age in admission or access to or treatment or employment in its programs or activities. The current President / CEO of SHARE Foundation, has been designated to coordinate efforts to comply with the Americans with Disabilities Act of 1991 which prohibits discrimination on the basis of handicap

SHARE IMPACT Values

The values of SHARE are:

Integrity - Motivated - Professionalism - Adaptability - Compassion - Teamwork

Your behavior and the values you demonstrate in the workplace have a direct IMPACT on mission fulfillment, the work environment and the people you serve. You will be evaluated on the demonstration of these values in the performance of your work and in your daily interaction with others. You must be successful in both the demonstration of these values and the successful performance of the essential job functions required on this job description.

Evaluation Instructions

Evaluation Key: Met (M) Needs Improvement (NI) Not Met (NM)

Complete electronically or in ink. Do not erase or use white out and initial any corrections.

Give a key for all requirements. Include documentation for NI or NM keys in the comments field. Document any goals that are set during the evaluation. Give employees the opportunity to make comments or to respond in writing. Complete the recommendations section. Signatures are required from the supervisor and the employee.

Essential Job Functions

Requirement	Key	Evaluation Comments
Greet members and staff with exemplary service, a smile and empathy. Realize and support HFC philosophy that members are individuals and their needs come first.		
Promote the philosophy that all individuals entering the center should be treated with respect, kindness, and professionalism.		
Check in all members verifying member status with computer system and video ID.		
Register all guests using guest log, ParQ, and waiver forms. Collects all passes and fees.		
Carry out all point of sale transactions according to established procedures. Is responsible for cash drawer reconciliation at end of shift.		
Develop proficiency in the operation of the front desk computer hardware and software, telephone system, and all office equipment.		
Keep up to date on all center rules, programs, costs, hours of operation special events and staffing personnel, and gives out accurate information to all inquiries. Also communicates information through training, meetings and other forms of media.		
Handle incoming telephone calls, take accurate messages and distribute appropriately.		
Conduct tours of the facility as requested and consummate sales as needed.		
Connects members to the services offered at HFC by acting as internal PR Representative. This is accomplished by recommending members utilize more than one program or acting as liaison to the Fitness Director and Group Fitness Coordinator		
Monitor communication log daily, contribute notes and messages as needed.		
Complete or verify all opening and closing procedures. Keep keys to the building.		
Assist on weekends with aquatics birthday party operations as needed.		
During weekend hours periodically walk through the building for the purpose of insuring facility cleanliness and overall quality control. These inspections should take place at least three times during each day.		
In the absence of a cleaning crew, pick up trash from parking lot at the beginning of shift.		
Assist in Café when needed as temporary coverage or as extra help when traffic is high		
Perform other duties as assigned or requested		
Adhere to Policies and Procedures		
Demonstrate an understanding of how SHARE's IMPACT values help achieve our mission to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. Demonstrate those values on a daily basis and be willing to overcome behaviors that negatively impact relationships with co-worker's and the people we serve.		
Adhere to punctuality, attendance and absenteeism policies		

Adhere to dress code standards			
<p>This job description is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder of this position may differ from those outlined in this job description and other duties, as assigned, may be part of this job. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position.</p>			
Evaluation Summary			
Met last year's goals:			
Evaluation Goals for Up Coming Year:			
1.			
2.			
3.			
4.			
Recommendations:			
Employee Comments:			
Employee Signature:		Date:	
Supervisor Signature:		Date:	
ED Review:		HR Review:	