

Los Gatos Swim and Racquet Club

Job Description: Front Desk Manager

Reports To: General Manager and Owners

Positions Supervised: Front Desk Staff

Status: Full-Time, Salary (exempt)

Job Purpose: To oversee Front Desk Department operations and personnel. Achieves Club objectives by developing a quality club environment; developing an efficient, high level service oriented and knowledgeable staff. Enforces policies and procedures established by Club

Essential Job Results: Responsibilities and duties may include, but are not limited to the following:

1. The position requires the person to have excellent public relations/communication skills and telephone etiquette. As well as the ability to organize and problem solve effectively.
2. Support all Club staff, departments and members by extending superior customer service at all times.
3. Meet Club service objectives by training and developing staff to responsibly service membership; ensure efficient communication to staff; promote thorough knowledge of all club operations and programs to all staff.
4. Maintain staff by recruiting, selecting, orienting and training employees.
5. Maintain staff results by counseling, disciplining employees, planning, monitoring and appraising job results.
6. Front Desk Manager is on-call and cross-trained in positions for all Club Operations. Including but not limited to all Club Departments, Facility Management, Customer Service, Member Relations, Employee Relations, Public Relations, etc.
7. Completes Club operational requirements by scheduling and assigning employees, cross training employees and following up on work results.
8. He/She will be held to the standard of modeling appropriate professional customer service in their daily job performance.
9. Daily supervision of all staff of the Front Desk Department.
10. Continuously inform all Front Desk staff of changes in policy and programming by conducting staff meetings and/or written memos.
11. Resolve member and employee issues by researching policies and procedures and providing solutions. Report all progress and resolutions of issues to General Manager and owners
12. Initiates new member sign ups by conducting membership tours, membership paperwork, and explanation of Club policies to prospective members.
13. Recognize and work to maintain existing membership by greeting members with first name with information on upcoming events, surveying members through questions and assisting members.
14. Contribute to team effort by accomplishing related results as needed.

Authority Level:

Position has the authority to hire, discipline, and evaluate Front Desk staff. Front Desk Manager may issue free guest passes in the event of completion of prospective member Club tour, equipment malfunction, and/or internal service error. Front Desk Manager may recognize staff for service excellence and outstanding job performance by utilizing an employee recognition program.

Physical Demands of Position:

Long periods of standing. Bending, kneeling, and lifting of up to 25 lbs. Hearing, seeing, writing. Typing into computer terminal and PC use. Right and left hand use, phone usage, numerical and grammatical aptitude.

Education/Background Requirements:

High School or GED equivalent. Basic math skills, accurate writing skills. Customer service related positions in background required. Supervisory background preferred. Minimum two years of Club experience. Demonstrated leadership and judgment skills.