

JOB DESCRIPTION SPORTS CENTRE RECEPTIONIST / FITNESS INSTRUCTOR

Reports to: Sports & Leisure Manager

Salary: Grade B

Main Purpose: To communicate face to face and over the telephone using good customer care skills to relay information, sell memberships and assist with queries and bookings in order to provide a complete service and to ensure a valued happy and satisfied customer.

Main Duties:

- Provide good customer service to current members and users and sell memberships and services to new potential customers
- Manning the telephone and resolving queries or re-direct as necessary
- Collect receipt and record all monies taken in order to ensure a well-run financial system
- Ensure that all customer enquiries or complaints are dealt with promptly and efficiently and relayed to Management
- Ensure that all initial procedures associated with the Sports & Leisure Centre are followed i.e. ensuring people are registered and hirers are booked in correctly
- Carryout pool testing
- Preparation of outgoing mail with promotions of Sports & Leisure facilities
- Any other duties as may be reasonably allocated by the Sports and Leisure Manager or Administrator
- Work co-operatively with others towards shared goals
- Maintain an awareness of school, national and statutory policies and requirements and apply these in the workplace
- To comply with all Health and Safety rules and safe working practices
- To help and assist with tidiness and cleanliness of the whole facility. This includes gym equipment, reception and gym floor areas.

Person Specification for Sports Centre Receptionist

- Enthusiastic and personable with ability to communicate on all levels; good interpersonal skills
- Good telephone skills
- Good organisational skills
- Active interest in sport & fitness
- IT literate - Good computer and keyboard skills
- Good knowledge of Clubwise
- Confident in handling credit cards and maintaining accurate records
- Ability to work alone and in a team
- Flexible in nature and able to turn their hand to any task asked of them
- Able to cover shifts at short notice

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