

Member and Guest Services/Administrative Assistant

We seek an experienced customer service professional to support the center and the Health & Fitness membership department. This full-time position is responsible for member and guest services, clerical duties and a variety of administrative tasks and reports to the Membership Director. Candidates must be willing to work a flexible schedule which could include weekends and evenings. Compensation includes base pay and benefits, plus the potential for bonuses.

Primary responsibilities include:

- Effectively communicate with members and guests in person, by telephone and email.
- Process transactions for members and guests.
- Enter, verify and maintain data in the membership database.
- Perform clerical tasks (printing, scanning and filing).
- Assist with program registrations.
- Complete other tasks as directed by the Membership Director.
- Provide tours and sales information to prospective members.
- Implementation of membership retention plan.

Qualified candidates will possess the following:

- A Bachelor's degree or equivalent work experience and at least two years relevant customer service experience with superior communications and people skills.
- Strong computer skills are required including experience with Microsoft Office and Outlook, data entry and lead tracking software as well as the ability to learn new programs and software analytic and basic math skills.
- Excellent organizational, problem solving and decision making skills are also desired.

To apply, email résumé, cover letter and salary requirements to jobs@benderjccgw.org and include the job title in the subject line.