

Member and Guest Services/Admin 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. Candidates must be willing to work a flexible schedule which could include weekends and evenings. Base pay plus bonus potential and benefits.

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.
- Tour the facility with prospects and provide sales information.
- Implementation of membership retention plan

Qualified candidates will possess the following: a Bachelor's degree or equivalent work experience, 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 with 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, send resume, cover letter and salary requirements to jobs@jccgw.org.