



JOB DESCRIPTION

JOB TITLE: Front Desk Team Member / Party Host

DIRECT REPORT: General Manager

JOB DETAILS:

- Part-Time

JOB OVERVIEW:

Front Desk Team Members work the front desk providing a warm welcoming initial greeting to our facility, register and/or sign in customers, check waivers, assist with customer questions, run cash drawers among other duties as assigned. Additionally, they will be a key contributor to the customer experience at Sinai Sports, responsible for creating a fun, inviting and safe environment for each person that visits.

RESPONSIBILITIES/DUTIES:

- Clock in and out for scheduled shift on time
- Greet and welcome customers as they enter facility
- Answer the phone and direct calls as needed
- Register new customers into MindBody software
- Sign in / register customers for classes/rentals, etc.
- Check waivers for all participating customers
- Assist customers with completing online waiver
- Complete opening / closing checklists as outlined in the front desk binder
- Assists instructors with classes as needed
- Assist with birthday parties
- Monitor, clean and restock restrooms as needed
- Keep lobby and front desk area clean and neat at all times
- Assist with summer camps
- Other duties as specified by a management team member

QUALIFICATIONS:

- Positive, out-going and enthusiastic personality
- Ability to work a flexible schedule
 - Evenings & Weekends
 - Daytime – June – August for Summer Camp
- Customer service experience a plus
- Experience working with/interacting with children
- Computer skills – must have basic knowledge of how to operate a computer, ipad, etc.
- Clearly & effectively communicate with individuals of all ages
- Ability to interpret and carry out written or verbal instructions