



Job Position: Front Desk

Job Title: Front Desk Customer Service Representative

Reports to: General Manager

FLSA Status: Non-exempt

Summary: Promotes quality customer service and processes sales and registration transactions. Acts as the first point of contact for potential and current Goldfish customers and as such is responsible for presenting a positive image for the company.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Answers telephones, responds to inquiries, takes messages and screens and directs phone calls in a professional manner.
2. Processes student registrations using effective sales/customer service techniques.
3. Schedules and manages birthday/pool parties. Supervises birthday party staff.
4. Resolves customer concerns/complaints using a professional approach.
5. Assists clients with purchases of merchandise and vending.
6. Greets parents and students as they report to the front desk. Checks in students on the attendance tracking system.
7. Maintains cleanliness of the front desk area, snack shack area, changing areas, restrooms, and observation area.
8. Monitors snack shack area and provides guidance to snack shack staff.
9. Checks voicemail and email correspondence and responds in a timely manner.
10. Updates informational displays with accurate and timely promotions and literature.
11. Provides occasional administrative support for management personnel to include the General Manager, and the Asst. General Manager.
12. Makes collection calls to resolve open account problems.
13. Prepares twice daily student lesson schedules for use by instructors and management staff.
14. Enforces safety rules and regulations to prevent accidents. Administers first aid when necessary.
15. Any other duties and responsibilities as may be assigned by the Employer from time to time.

Education/Experience: High school diploma or GED. Some college preferred. Two years previous customer service and/or administrative office experience required. Intermediate level computer skills required using Word, Excel and other software systems.

Certifications and licenses: CPR, First Aid and AED certification required.

Front Desk Rep. Signature: _____ Date: _____

Manager Signature: _____ Date: _____

GSSV12016P66

