

Platinum Fitness

(Member Service Representative)

Purpose & Accountability:

To ensure and maintain all systems, policies and procedures in order to provide the best possible customer experience. To service the club members and to contribute to a positive environment that leads to club profitability. To be team oriented and committed to excellence and to promote health by encouraging program participation.

Responsibilities:

- Provide excellent customer Service on the phone and in person
- Have product knowledge on all retail and food items for sale
- To work and promote the juice bar.
- To operate and keep accurate the cash registers
- Maintain cleanliness and organization of the members service desk
- Answer phone inquiries, taking detailed and clear messages
- Multitasking while retaining efficiency
- Provide Accurate Documentation of club activity using correct forms and procedures
- Manage and resolve member concerns
- Be proactive and maintain a positive attitude

Key Competencies:

- Interpersonal skills
- Communications skills – verbal and written
- Listening skills
- Problem solving ability
- Attention to detail and accuracy
- Stress tolerance
- Multitasking
- Responsible
- Adaptability