

The Club at Quail Ridge – Boynton Beach, FL

Spa and Fitness Coordinator/Receptionist Part time - 16.00 per hour

Responsible for greeting all members and guests and directs inquiries to the proper parties; answer phones, scheduling/rescheduling/canceling appointments, running all billing/CHITS for fitness related services. Providing a professional, friendly, and courteous atmosphere for all members.

Essential Functions

- Answer all incoming calls to the fitness desk.
- Coordinating and scheduling all massage and facial appointments.
- Communicating with the desk supervisor for ordering of all supplies for the fitness facility; PO's, requisitions, inventory.
- Fitness billing through the JONAS system.
- Copying, printing, gift certificates, redeeming for all staff services, paying close attention to matters that may require adjustments.
- Tracking daily and monthly traffic.
- Assisting customers with general questions; may include assisting members in the gym area.
- Maintain inventory for supplies as well as for Dermatological products.
- Maintain sales quota for Dermatological products and promotions.
- Maintaining communications with desk manager to ensure proper procedures are met and training/understanding is adequate.
- Schedule may vary and will at times include evenings and weekends.
- Charge accounts, record and document member's accounts for Fitness related costs, items, sessions, etc...
- Running all billing/CHITS for fitness related services.
- Good attendance and punctuality is particularly important for this position.
- Convey rules and regulations as needed for the fitness area.
- Performs other duties necessary to maintain a consistent level of customer service that is expected by membership and standard for the fitness industry.
- Promote fitness programs, contests, and fitness department.
- Ability to work among fitness staff, to include but not limited to breaks, floor coverage, orientations.
- Portray and be enthusiastic about fitness and wellness.
- Perform desk coverage when necessary.
- Charge accounts, record and document member's accounts for Fitness related costs, items, sessions, etc...
- Perform any other tasks as assigned by management.

Knowledge, skills and abilities

- Must have knowledge of commonly used concepts, practices, and procedures within a country club/fitness area.
- Must possess excellent interpersonal skills.
- Must possess excellent written and verbal communication skills.
- Must possess excellent organizational skills and coordinate and complete tasks with limited supervision.
- Must be a detail-oriented individual and possess time management skills.
- Must maintain high performance standards.
- Fluent reading and writing in English with the ability to recognize signs and symbols to communicate with members.
- Ability to deal with routine changes often.
- Ability to deal effectively and tactfully with all employees, management and members.

- Ability to work in a fast paced environment.
- Excellent sales and communication skills.
- Thorough understanding of Quail Ridge policies and procedures.
- Must have some computer skills, including use of Microsoft Office programs.

Education and experience

- High School Diploma and/or equivalent required.
- Previous clerical and reception work experience required.
- Must have intermediate knowable of all Microsoft applications; typing ability; customer focus driven, as well as, maintaining above standards for desk operations.
- Seasonal/yearly commitment highly desired; must be comfortable working in a fitness environment and be willing to assist in other areas.
- CPR/AED certification desirable.
- Must be able to lift at least 50 lbs., and bend and/or lift heavier objects or equipment in the fitness facility.

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