



Job Title: Front Desk Team Member

Date: September 26, 2024

Reports to: Outing Club Executive Director, Erica Brown

Job Type: Part-time, hourly

Location: The Outing Club at Mountainside: 23 Summit Road, New London, NH 03257

Hours: Vary, Morning, Evening & Weekend Availability

Job Description: Part-Time Hourly Front Desk Team Member

About The Outing Club

The Outing Club is a community club dedicated to lifelong wellness. We offer a variety of programs and activities designed to help people of all ages live healthier, happier lives. Whether you're looking for fitness classes, racquet sports, youth or adult sports programs, or even childcare, The Outing Club has something for you.

We are located at 23 Summit Road in New London, NH, and we welcome everyone to come join our community.

Position Summary

The Outing Club at Mountainside is seeking friendly and energetic Front Desk Team Members to join our team. As a Front Desk Team Member, you will play a crucial role in **creating a welcoming and positive atmosphere for our members and guests.**

Responsibilities

- **Greet and Assist Clients:** Greet clients, guests, and members as they enter the facility, providing a warm and welcoming atmosphere.
- **Provide Facility Tours:** Offer tours of the facility and direct clients to their desired locations.
- **Manage Class Check-Ins:** Work closely with the Tennis Coordinator, OC Leadership, Instructors and Pros to ensure smooth and efficient class/court check-ins.
- **Support Team Members:** Assist other team members with daily tasks and projects as needed.

- **Uphold Company Policies:** Adhere to company policies and procedures, approaching all situations with respect and empathy.
- **Handle Payments and Updates:** Process client payments and ensure that class rosters and client accounts are updated accurately and efficiently.
- **Maintain Brand Standards:** Uphold The Outing Club's brand aesthetic, energy, and culture.
- **Prepare the Facility:** Prepare the club for classes, lessons and clinics, and assist team members in creating an excellent experience.
- **Ensure Cleanliness:** Maintain a clean and safe environment by vacuuming, emptying trash, tidying the courts, maintaining bathrooms, and laundry areas.
- **Multitask and Problem-Solve:** Be confident in your ability to multitask, troubleshoot problems, and make informed decisions.
- **Utilize Communication Systems:** Use The Outing Club's internal communication systems to log updates, report facility issues, and receive feedback from leadership.

Qualifications

- Excellent customer service skills
- Strong organizational and time management abilities
- Ability to work well in a team environment
- Positive and energetic attitude
- Experience in a customer-facing role preferred

Benefits

- Competitive hourly wage
- Flexible scheduling
- Opportunity to be part of a supportive and welcoming community
- Complimentary fitness membership with staff discounts

If you are a friendly and enthusiastic individual who enjoys working with people and contributing to a positive environment, we encourage you to apply.

To Apply

Please submit your resume to info@theoutingclub.org with the "Subject Line: Front Desk Team Member".