



## **MEMBER SERVICES REPRESENTATIVE JOB POSTING**

Our Member Service Representatives are upbeat individuals who are responsible for creating a positive member experience by providing a superior level of customer service to South Barrington Club members, prospective members, and guests. This is not a Summer Only position. This is a year-round position; seasonal candidates need not apply.

### **Perks for Member Service Representatives:**

- Free membership to the South Barrington Club and Fitness Center!
- Refer a friend and receive **\$100.00 EXTRA \$ MONEY \$!**
- Discounts on all Café and Pro Shop items!

### **Hours & Pay for Member Service Representatives:**

- Must be available to work 3 weekdays and 1 weekend per week.
- Must be flexible to work 2pm-6pm and 6pm-10pm, and one alternate weekend from 4pm/5pm to 9pm.
- The pay range begins at \$14 per hour, depending on qualifications.
- Earn commission on membership sales and an hourly premium for working Saturday nights and for serving alcohol.

### **Essential Duties and Responsibilities for Member Service Representatives:**

- Greet all members, prospective members, and guests, and provide exceptional customer service.
- Handle all front desk activities including:
  - Answer phones in a friendly manner and assist callers with a variety of questions.
  - Check members into the system.
  - Take prospective members on tours and sign them up!
  - Facilitate needed updates to member's accounts.
  - Process payments and other transactions to member's accounts.
- Respond to member questions and concerns in a timely and professional manner and elevate to Supervisor or Department Head when necessary.
- Assist in maintaining the neatness and cleanliness of the club.
- Other duties as assigned.

### **Qualifications/Requirements for Member Service Representatives:**

- High School diploma/GED equivalent required.
- Must be 18 years of age or older.
- Customer service and multi-task oriented.
- Ability to navigate an online club platform and toggle between multiple screens.
- A passion for fitness and health.
- An upbeat attitude, punctuality, and reliability are a must.
- Ability to interact positively and professionally with members and coworkers.
- Strong listener with the ability to empathize and problem-solve.
- Demonstrate diplomacy in all interactions while using appropriate behavior and language.

**Physical Demands for Member Service Representatives:**

- Continuous standing and walking during shift.
- Continuous talking in person or on the phone during shift.
- Some lifting of up to 20 pounds.

**To Apply for Member Service Representative position:**

- Submit resume to Lanita Palermo at [LPalermo@sbpd.net](mailto:LPalermo@sbpd.net).
- Visit <https://www.sbpd.net/employment-opportunities> to complete an employment application.
- Stop by the Member Service Desk (Door 5) to pick up an Employment Application.