



## **MEMBER SERVICE REPRESENTATIVE JOB POSTING**

Member Service Representatives 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.

### **Perks for Employees:**

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

### **Hours & Pay:**

- The pay range begins at \$14 per hour.
- Must be available to work 3 weekdays and 1 weekend per week.
- Weekday Hours are 2pm to 6pm and weekend Hours are 4pm/5pm to 9pm.

### **Essential Duties and Responsibilities:**

- Greet all members, prospective members, and guests, and provide exceptional customer service.
- Handle all front desk related activities including:
  - Answer phones in a friendly manner and assist callers with a variety of questions.
  - Check members into the system.
  - New member sign-up.
  - Take prospective members on tours.
  - 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:**

- 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.
- Upbeat and positive attitude!
- Punctuality and reliability are a must.
- Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding member's expectations.
- Strong listener with the ability to empathize and problem solve.
- Demonstrate diplomacy in all interactions while using appropriate behavior and language.

**Physical Demands:**

- 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:**

- 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 Services Desk (Door 5) to pick up an Employment Application.