

Hub Services Associate

Position Level: Temporary/PT

Reports to: Membership & Events Coordinator

Position Summary

The Hub-Services Associate will provide guest tours, process program sign-ups, and sell memberships. Incumbent will answer and direct calls, keep desk and lobby spaces clean, and float around the building, as needed, to help other staff in the Clubhouse and on the fitness floor. Incumbent will be first responders to all emergency situations, be an ambassador to the Wellness Center, and assist the team to reach monthly sales and retention goals. Depending on work schedule, incumbent will be responsible for closing the Wellness Center at the end of the facility's daily operating schedule.

Essential Job Functions (include but are not limited to)

- Greets all members, program participants, staff, and guests in professional and welcoming manner.
- Builds relationships with members, helps members connect with one another, and integrates members with classes, programs, events, and community connections.
- Answers incoming calls in professional manner. Provides correct information to caller regarding membership and programs. Aims to avoid callbacks and transfers for a single-point-of-communication experience.
- Knowledgeable of all Parks & Recreation programs.
- Schedules reservations, provides rental agreements, and sells general merchandise.
- Handles and resolves membership concerns quickly and informs supervisor of unusual situations or unresolved issues.
- Balances cash drawer and provides end-of-shift reports.
- Communicates and collaborates with other departments.
- Follows written tour-guide standards and guest policies.
- Walks the floor hourly during shift to clean lobby spaces, check restrooms, and engage with members.
- Ensures all policies are being followed, corrects member behavior in a professional manner, and documents interaction.
- Processes membership sales.
- Respects and maintains confidentiality of members' information (e.g., addresses, phone numbers, billing information, and health concerns).
- Administers first aid, as needed, and documents interaction as outlined in the operations manual.
- Depending on work schedule, closes the Wellness Center building in accordance with the written operation and safety guideline manual.
- Performs other duties as assigned or required.

Education/Skills/Experience

- Minimum of high school diploma or equivalent is preferred.
- Attend Park & Recreation's Child Abuse Prevention workshop.
- Basic understanding of Office 365, email, and website interface.
- Excellent interpersonal and problem-solving skills.
- Previous customer service, sales, or other related work experience.
- Ability to connect with people of diverse backgrounds.

Safety Requirements

- Reports any unsafe task or operation immediately to management and immediately reports incidents involving injury, illness, safety hazard, or property damage
- Complies with all company OSHA, safety policies, procedures, rules, and best practice and participates in safety meetings and training.
- Constantly aware of personal safety and that of co-workers.
- Ability to use and operate common equipment to complete work duties safely and effectively.

Work Schedule

This is a temporary, part-time position. Work hours will vary each week depending on the Wellness Center operating hours and the needs of the facility. Incumbent will flex work hours to accommodate business needs and work/life balance.

Working Environment

This job operates in the West Lafayette Wellness Center. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines. This position also could potentially operate standard gym equipment to include weights, weight machines, treadmills, stationary and elliptical bikes, and other similar machines. This position will also be involved with community outreach in a variety of settings.

Physical Requirements

The employee should possess the ability to occasionally push, pull, lift, and carry up to twenty-five (25) pounds, stand or sit for extended periods of time, and communicate in person, on the phone, and via email.

Direct Reports

This position does not direct the work of others.

Certificates/Licenses

- Possess adult and infant CPR, first aid, and AED, or able to obtain within thirty (30) days of hire.