



JOB DESCRIPTION: *GUEST SERVICES*

Reports to	Club Manager
Role Summary	Create a fun, entertaining, engaging and safe environment for children. Provide excellent customer service upon drop off and pick up.
Primary Responsibilities and Tasks	<ul style="list-style-type: none"> • Provides a warm and friendly environment for all guests and members and their children. • Recognizes all interactions are opportunities to provide good will and support member retention. • Regularly promotes social events in and out of the club. • Assists with daily cleaning responsibilities/maintenance of the club – capabilities must include, but are not limited to: walking, standing, bending and/or lifting arms over head for long periods of time, and the ability to lift up to 45 pounds. • Attends all meetings and training classes. • Ensures all children are checked in and out using the PsiPower software system. • Removes all garbage and vacuum area at the end of shift. • Reports to management any disciplinary issues or exception to Children’s Play Area Policy. • Ensures method of payment for child is accurate and current. • Arrives to work properly dressed and prepared to work on time. • Complies with all policies and guidelines set forth in Employee Manual. • Ensures all members check their children in and out.
Skills and Competencies	<ul style="list-style-type: none"> • Maintains a valid CPR certification. • Able to communicate effectively verbally, nonverbally, and in writing. • Able to concentrate for extended periods of time. • Ability to use a computer for extended periods of time. • Ability to bend and squat. • Able to see and hear effectively to constantly maintain the safety of the Children’s Play Area. • Comply with all policies and guidelines set forth in the Employee Manual.