



THE POSITON: *Member Services Front Desk Staff Representative*

THE VISION:

At High Performance Academy, we focus on whole development and world class services, both on and off the field. We strive for members to develop a lifelong love of the game and use the skills learned through their time with HPA to allow them to be successful in all they desire to achieve.

POSITION VISION:

Are you a people person with a passion for delivering exceptional customer service? Look no further than HPA's Member Services Staff position! As a Member Services Staff member, you will play a vital role in creating an outstanding experience for all members, guests, and program participants. You'll be the first impression position of HPA, responsible for addressing member and guest needs, promoting memberships and programs, registering participants for programs and memberships, and ensuring the front desk, office, and lobby areas are spotless and organized.

We're looking for someone who can bring great energy to the role, possessing excellent communication and customer service skills, with the ability to handle difficult situations with grace and poise. You'll need to be comfortable working independently or as part of a team and have strong computer skills and general math skills. In this fast-paced, multifaceted position, you'll be the first representation of HPA, delivering our mission and creating a welcoming environment for everyone.

If you're excited about working with people, passionate about customer service, and eager to make a difference, then the Member Services Staff position at HPA is the perfect opportunity for you!

Perks:

- Competitive compensation
- Benefits package, including 401k, health, dental, and generous paid time off
- Multiple opportunities for professional development, specialization, and leadership
- Family-friendly work environment
- Employee discount plans
- Investment from a company that wants you to succeed and thrive

Responsibilities

- Partner with the program management team to implement membership policies (SOP's) and all systems that support branch membership, program and marketing objectives.
- Greet and engage with members and ensure all guests and program participants have been verified in DaySmart before first day.
- Participate and recruit participants for member challenges also known as member visit drivers.
- Suggest procedures or standards to improve efficiency and productivity at the HPA Indoor Center.
- Ensures established processes for touring and following up with membership inquiries are followed.
- Assist with the attainment of membership department strategic plan goals.
- Provide feedback and offer solutions regarding gaps in service and/or member concerns.
- Respond to member and guest inquiries and problem solve via phone or in person
- Effectively handle conflict and member complaints, with the support of the Operations Manager
- Answering calls, greeting members, registration, multi-tasking is done daily.
- Computer skills are a must.
- Interaction with program participants and assisting other program staff. Discusses and promotes all HPA programs.
- Follow all policies and procedures related to keeping children and adults safe in our facilities and programs, including those related to managing visitors and guests at our facilities.
- Report any suspicious behavior and violation of policy and procedures to your supervisor.

- Any additional duties as assigned.

Travel:

- May travel to the various job sites to provide supervision and field representation

Candidates must pass a LIVESCAN background check. HPA is an Equal Employment Opportunity Employer.

Work Remotely

- No

Job Type: Part-time

Pay: Starting \$16.50 per hour

Benefits:

- Employee discount
- Flexible schedule

Time Commitment:

- 4 hour shift (2p-7p)

Education:

- High school or equivalent (Preferred)

Experience:

- Customer Service: 1 year (Preferred)

Shift availability:

- Day Shift (Preferred)
- Night Shift (Preferred)

Work Location: Primary location – HPA Indoor Center (Clovis, CA)