



Front Desk Concierge

Key Responsibilities Include:

- Reinforce the Players U Product Leadership strategy, specifically:
- Ensure safe environment and facilities
- Attire should always be sharp/professional to maintain PL strategy [even if you decide that casual attire is appropriate, it should always be crisp, sharp, top-of-the-line stuff]
- Maintain clean entry and front office area
- Follow visitor access policies and procedures with strict care and discernment
- Keep local law enforcement contact info near telephone
- Observe training areas during tours and provide feedback to brands, if applicable
- Periodically check facility camera monitors and act on/report any suspicious, dangerous or illegal behavior
- Procure cutting edge amenities
- Handout and collect surveys/evaluations from clients re: their experience
- Utilization of high performance equipment and technology
- Provide a one-stop integrated campus
- Maintain up-to-date, basic knowledge of all brands offered
- Make existing customers and visitors aware of all the services available when they call or come in for an appointment
- Offer to schedule a consultation with any of the other trainers
- Support the customer-centric strategic discipline set forth by individual brands, specifically:
- Protect integrity of brands through timely follow up and professional presentation
- Handle a variety of communication mediums including telephone, e-mail, and social media
- Maintain CRM (EZFacility) and use features accordingly
- Bill customers and collect payment for services and goods
- Standardize greeting both in person and telephone to support both organizational values and strategic discipline
- Tour guests and potential clients of facility – promote features and benefits; follow visitor access policies and procedures with strict care and discernment

Other Responsibilities Include:

- Execute assigned tasks as they relate to the strategic plan created by ownership
- Willingness to assist in cleaning and maintenance of desk, lobby, lounge, and restrooms
- Dictation of e-mails and note taking in meetings
- Represent the facility at various promotional events

How success will be measured:

- Maintain a customer satisfaction rating of 4.5 or higher (out of 5) [there would need to be a survey developed that was specific to the facility, the front office, scheduling, billing, etc.]
- 99% scheduling accuracy (with customers and brands)
- 99% billing accuracy & completeness [really important to establish the process of data collection and verification with the brands on customers attendance for training sessions and for there to be clarity re: who gets billed and whose attendance is covered by a membership package]

Behavioral success profile:

- Friendly (outgoing is a plus, but at the very least able to effectively engage people in a friendly manner)
- Excellent team player (e.g. able to flex when necessary, willing to put organizational priorities ahead of personal desires, collaborative, willing and able to work through conflict)
- Maintains a good attitude toward management, customer and visitors
- Upholds organizational values at all times

Skill Requirements:

- Excellent attention to detail and accuracy
- Intermediate-to-advanced computer skills
- Self-starter/motivated who takes appropriate initiative/risks
- Able to manage and organize multiple tasks in a fast-paced, customer-oriented environment [re-worded original bullet point]
- Solid follow-up and organizational skills
- Strong verbal and written communication skills
- Working knowledge of CRM & scheduling systems (EZFacility experience is a +) [I would say any experience with a CRM system is a plus and not a requirement. If the person has strong computer skills and is a fast learner, prior experience should not be a requirement, in my opinion.]
- Use of social media marketing [I am not in favor of this, without knowing more of what you are expecting. I would think this should be a sales responsibility.]

Reports to: Operations Manager

Compensation: (Subject to 90 day review) \$10.00 - \$20.00 per hour based on experience and skill set

If you are interested in any of these internship positions, please go to: <http://workatplayersu.playersu.com/> or email us at: Bryce@playersu.com to request an application. All inquiries can be directed to the attention of Bryce Biel.