

Swimmerman Swim School
Position Description - Front Desk

Typically the first person clients come into contact with, the Front Desk is charged with making a great impression on all current and potential clients; anticipating and fulfilling their wants/needs.

Requirements

- 15 years of age or older.
- Reliable transportation.
- A warm, friendly personality.
- Excellent listening skills.
- Eagerness to help others.

Schedule and Compensation

- Starting Pay Range: \$9 - \$11 per hour
- All new hires begin with Part-Time employment (up to 29 hours per week).
Full-Time positions are earned through excellent work performance and reliability.

Position Responsibilities

- Perform opening chores and responsibilities.
- Smile genuinely and greet every person who walks into the building.
- Give a friendly farewell to every person who leaves the building.
- Maintain a clean and presentable work space.
- Follow the Swimmerman guidelines for all customer interactions and routine procedures.
- Enthusiastically help parents and swimmers with registration, scheduling and billing needs.
- Answer all incoming calls and make a great impression. Make redirects and take messages as needed.
- Reply to business e-mails and satisfy the wants/needs of inquiries and clients alike.
- Assist patrons with retail purchases (sizing, fitting, purchasing, returns, etc...).
- Ensure inventory records and purchase receipts are accurate.
- Assist Office Manager in any additional office responsibilities.
- Perform closing chores and responsibilities.