

Health and Fitness Center Member Services Lead

Come join our team at YWCA St. Paul and be a part of an organization that's making a difference in our community. YWCA St. Paul is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

We are hiring a full-time Health and Fitness Center Member Services Lead who will oversee all aspects of the Front Desk, while delivering exceptional customer service and support to all Health and Fitness Center members and guests. This position will open the facility as early as 5AM Monday through Friday and be back up as needed.

In this position you will:

- Provide coaching and feedback to Member Services Team, ensuring quality customer service for all
- Participate in hiring and training of new member services representatives
- Responsible for maintaining and updating process documentation
- Responsible for membership processes in support of daily operation, including full understanding of member portal
- Collaborate on marketing strategies and initiatives promoting HFC
- Greet members and guests promptly, providing service in a friendly, professional manner
- Communicate appropriately to all member and guest comments and questions, in a timely manner
- Provide information on YWCA mission, programs and services
- Promote sales of classes, personal training and products within HFC
- Provide assistance to members with purchases, changes, etc. in member portal
- Provide tours and assistance with questions regarding memberships for potential new members
- Initiate, develop and grow relationships with new and current members
- Other miscellaneous duties (inventory and ordering, scholarship processing, cleaning, etc.)

Qualifications:

Required:

- High school diploma/GED and
- 3-4 years experience in customer service, sales, and marketing
- At least 2 years experience in a Lead or Coordinator role, managing staff
- Strong interpersonal communication skills with the ability to problem solve independently
- Commitment to providing exceptional customer service to members and guests
- Comfort and self-confidence in engaging prospective members
- Technological savvy to work with a database, point of sale system and scheduling
- Ability to work with diverse populations and be inclusive to all

Preferred:

- Front desk experience
- Gym/Health Club experience

The hiring range, dependent on experience and qualifications is \$16.50- \$18.50/hour. YWCA St. Paul offers a competitive benefits package including medical, dental, vision and life insurance; retirement plan; paid vacation and sick leave; and paid holidays.

If you are looking for an opportunity to make a difference and work in a collaborative environment where we celebrate and appreciate each other, please complete our Employment Application at: <https://www.ywcastpaul.org/careers/>
Send application, resume, cover letter to: hr@ywcastpaul.org

YWCA St. Paul is an Equal Opportunity Employer