

**02/01**  
**HANOVER PARK PARK DISTRICT**  
**ATHLETIC CLUB JOB DESCRIPTION**

**CUSTOMER SERVICE**

Under the direction of the Director of Tennis and Member Services, conducts the daily business transactions between the Club's clientele and the Athletic Club.

**IMMEDIATE SUPERVISOR:** Director of Tennis and Member Services

**SCHEDULE & PAY:** Must be willing to work a combination of weekday, weekend, morning, afternoon, and/or evening hours. Hours will be anywhere from 8-18 hours per week. Pay commensurate upon experience.

**QUALIFICATIONS:**

Minimum of 18 years of age with a high school diploma. Highly service orientated and possess strong communication and sales skills. Bright, personable, and able to get along with staff and members. Must have good computer skills and the ability to learn and retain information

**REQUIRED KNOWLEDGE:**

Must know and perform all policies and procedures as outlined in the Athletic Club Policy and Procedure Manual. Must be CPR certified within 6 months of employment.

**DUTIES & RESPONSIBILITIES:**

1. Responsible for the daily operation of the Club's programs, activities, appointments, and reservations.
2. Keep current on information regarding Club activities and programs.
3. Perform all computer operations, reservation, and registration procedures.
4. Know and follow tanning procedures, operations, and regulations.
5. Complete all paperwork for programs, activities, appointments, and reservations as required in procedures.
6. Sell pro shop merchandise and have a basic knowledge of all merchandise.

7. Keep desk area clean and organized.
8. Wash and dry towels as needed.
9. Turn on and off all court lights as the need arises.
10. Give information, either in person or over the telephone, regarding Club procedures, facilities, programs, activities, memberships, and special functions.
11. Get to know members by name and act as the host/hostess of the Athletic Club.
12. Supervise the fitness center by circulating with members at regular intervals.
13. Conduct orientations and fitness equipment demonstrations to new members.
14. Be responsible for covering assigned shifts and to find a replacement if unable to work due to an emergency or sickness.
15. Responsible for maintaining a safe work environment in the Athletic Club by following all safety rules and guidelines.
16. Perform all other Athletic Club duties as directed.

**PHYSICAL REQUIREMENTS:**

1. Ability to read and comprehend written materials and spoken word in person and by telephone.
2. Ability to use small motor skills for using telephone, calculator, keyboards, etc.
3. Ability to demonstrate the basic techniques of weight training and cardiovascular training.
4. Ability to sit or stand for a 6-hour period.