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**Front Desk Associate**

\*Looking for a commitment for the indoor season from at least Sep 2022 - May 2023. Year round positions are available. Tennis perks include, but are not limited to, discounts for court time, the pro shop, and general programming.

**Front Desk Associate Job Responsibilities:**

Serves customers by providing information; responding to requests; resolving problems; collecting revenue.

**Front Desk Associate Job Duties:**

• Answer phone questions and customer onsite questions

• Attracts potential customers by answering product and service questions; suggesting information about other services and products

• Interacting with customers and potential customers in an outgoing and professional manner

• Customer account maintenance

• Collects revenue by receiving and recording payments

• Assist with scheduled programs, rentals, and activities

• Provide general internal customer service & support to tennis center manager and tennis teaching staff as needed

• Opening and closing of club

• Improves quality results by evaluating processes; recommending changes

**Front Desk Associate Skills and Qualifications:**

Verbal Communication, Resolving Conflict, Listening, Multi-tasking, Customer Service, General Math Skills, Computer Savvy, Promoting Process Improvement, Problem Solving, Thoroughness, Quality Focus.

Looking for part-time help to primarily cover shifts during our indoor season starting in September from 9:00am-3:30pm / 3:30pm-10:00pm on weekdays and/or from 8:00am-1:30pm / 1:30pm-6:30/7:30pm on weekends. Flexibility to sub for employees who work at different times is a plus.

If interested, please email your resume to info@middleburyracquet.com with the subject “Front Desk Position”.