

Job Description – Front Desk Associate / Receptionist

Apex Cheer & Athletics is looking to add knowledgeable, energetic, fun and hard-working individuals to our staff. We are seeking a Front Desk Associate to become part of our team. Hours are Monday – Thursday, from 2:30pm-9:00pm, Friday from 3:00 – 7:00pm and Saturday from 9:00 – 1:00pm.

Apex Cheer & Athletics offers competitive cheer, recreational cheer, tumbling, tumble-tots, summer camps, birthday and other parties, and much more. Our goal is to help athletes not only become champions in the sport they love, but to become champions in life.

Responsibilities

- Greet customers entering or calling the facility
- Answer phones
- Provide information to prospective customers and existing customers about the programs offered at Apex Cheer & Athletics
- Enroll athletes in classes
- Respond to emails from both prospective and existing customers
- Collect payment for tuition & merchandise
- Be familiar with the programs offered at Apex Cheer & Athletics
- Respond to parent needs & requests
- Schedule parties & party staffers
- Order office & other supplies for gym
- Assist with various administrative activities associated with the programs at Apex.
(communications to customers regarding information about their programs, posting information signs around gym, etc.)
- Communicate company policies & procedures to customers
- Take payments from customers and assist with running the bi-monthly drafts

Qualifications

- Welcoming, bubbly personality and upbeat personality
- Exceptional phone etiquette
- Previous experience in customer service, front desk service, or other related fields preferred
- Ability to multi-task, maintain professionalism, and patience within a fast-paced environment
- Strong organizational skills and attention to detail
- Excellent written & verbal communication skills
- Proficiency in Microsoft Word and Excel required
- Strong computer skills
- Team player mentality & attitude
- Self-starter who works independently and knows when to escalate and / or ask for help

Compensation

- Hourly based upon experience