



## Front Desk Staff Job Description

**Job title:** Front Desk Staff

**Reporting to:** Business Manager

**Salary:** Fitness Industry Award Level 2

**Hours:** Casual position

**Location:** 194 Roberts Road, Airport West, 3042

### Purpose of the position

On the Front Desk you are the face of the club. The first interaction many customers have with the club is you! This role requires someone with great people skills and a mature outlook. The ability to multitask is essential, as you may have the phone ringing, customers making payments and other enquiries happening at the same time. The Front Desk will assist customers with enquiries, making bookings, purchasing apparel, and making payments. They will also provide administrative support to the Managing Director and Department Leaders, and liaise with Coaching Staff.

**Responsibilities:** As a Front Desk Staff member at EKGAgymsports, you will play a crucial role in ensuring the smooth operation of our facility and delivering exceptional customer service. Key responsibilities include:

1. Greet and assist members and visitors in a friendly and professional manner.
2. Answer phones, reply to electronic messages, provide information, and address inquiries regarding classes, schedules, and membership.
3. Handle member check-ins and payments accurately and efficiently.
4. Assist with administrative tasks, including data entry, filing, and maintaining cleanliness at the front desk and public areas.
5. Process payments and bookings
6. Collaborate with other staff members to create a positive and welcoming atmosphere for all attendees.

### Requirements:

- Previous experience in customer service or a similar role is preferred.
- Excellent communication and interpersonal skills.
- Ability to multitask and work efficiently in a fast-paced environment.
- Basic computer skills for handling point-of-sale systems and general office tasks.
- Availability to work at least two evenings a week and one- or two-day shifts.

*Teach Gymnastics, Make it Fun, Keep the Kids Safe*

## Work experience and skills

- Customer Service experience in similar role – receptionist, front of house, etc.
- CRM systems / databases

### Desirable experience

- Working with children/in a child centred organisation

## Personal qualities and behavioural traits

### Essential qualities or behaviours

- Excellent written and verbal communication skills
- Friendly manner
- Ability to manage competing demands in a busy environment
- Attention to detail
- Punctual and reliable
- Problem solver

### Desirable qualities or behaviours

- Sense of fun

## Essential Certifications

- Working With Children Check
- Level 2 First Aid
- CPR

**How to Apply:** If you are enthusiastic, customer-focused, and thrive in a team-oriented environment, we encourage you to apply. Please submit your resume and a brief cover letter using the online application form or send enquiries to [officemanager@ekga.com.au](mailto:officemanager@ekga.com.au)