**Front Desk Representative**

**About EHI**

In 1971 Eastern Hills Indoor Tennis Club opened its courts, connecting people to the game of tennis. Here we foster the game and the friendships that go along with it. We focus on being a great neighborhood indoor tennis facility in Cincinnati where players develop their full potential. Tennis is all we do, and we strive to be the best.

**Job Summary**

This position serves as the first point of contact for potential and/or current Eastern Hills Indoor guests and members. The role must exhibit high quality customer service skills while processing sales and registration transactions.

**Key Responsibilities**

* Answer phones, responds to inquiries, takes messages and transfer calls if needed.
* Manage all court bookings, player check-ins, and payment methods through our online software platform (Club Automation)
* Processes member/non-member payments for all court time and pro shop sales
* Resolves customer concerns/complaints using a professional approach
* Assists members with questions and purchases of merchandise
* Greet members and non-members as they report to the front desk.
* Maintain cleanliness of the front desk, lobby areas, kitchen area, restrooms, and any other areas.
* Provides occasional administrative support for management personnel, including the general manager and owners.
* Makes collection calls to resolve open account problems and unpaid charges
* Enforces safety rules and regulations to prevent accidents. Administers first aid when necessary.
* Ability to work efficiently in a fast moving, dynamic and fun environment

*\*Note: The information within this posting is not all-inclusive and may be subject to change. Employee to fulfill other duties and responsibilities as assigned by the Employer.*

**Desired Skillset**

* 1-3 years’ customer service experience roles held.
* 1-2 years’ experience reconciling/closing of cash register.
* Experienced level knowledge of how to use Computer on Mac Operating System
* Ability to quickly learn computer systems (i.e. Club Automation).
* First Aid Trained preferred, but can teach

**Employee Type:** Part Time, Non-Exempt Hourly

**Requested Hours:** ~24 hours/week, scheduled on weeknights and weekends (4–8-hour shifts)

**Reports to:** General Manager