

Job Summary

The **Member Services Representative** will be responsible for creating a positive member experience by providing a superior level of customer service to Planet Fitness members, prospective members and guests.

Essential Duties and Responsibilities

- Greet members, prospective members and guests, providing exceptional customer service.
- Handle all front desk related activities including:
 - Answer phones in a friendly manner and assist callers with a variety of questions.
 - Check members into the system.
 - New member sign-up.
 - Take prospective members on tours.
- Facilitate needed updates to member's accounts.
- Respond to member questions and concerns in a timely and professional manner and elevate to Assistant Manager or Manager as needed.
- Assist in maintaining the neatness and cleanliness of the club.

Qualifications/Requirements

- Customer service background preferred.
- Basic computer proficiency.
- A passion for fitness and health.
- Upbeat and positive attitude!
- Punctuality and reliability is a must.
- Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the member's expectations.
- Strong listener with the ability to empathize and problem solve.
- Demonstrate diplomacy in all interactions while using appropriate behavior and language.
- High School diploma/GED equivalent required.
- Must be 18 years of age or older.

Physical Demands

- Continual standing and walking during shift.
- Continual talking in person or on the phone during shift.
- Must be able to occasionally lift up to 50 lbs.
- Will occasionally encounter toxic chemicals during shift.