

Membership Sales Associate (Part-time)

Position overview

As a Member Services sales associate, your role will be geared towards (but not limited to) delivering facility tours/presentations, product demonstration, managing leads, and attending to members' customer services needs. An understanding of ATH training programs will aid in assessing member needs and solutions related to ATH offerings. They will maintain full understanding of company IT tools to identify potential opportunities, update progress; utilize company-approved databases for lead generation.

Primary Responsibilities:

Customer Service

- Assist in keeping athlete members and guests engaged throughout the lifetime of their membership, specifically onboarding through their first "30 Days" of joining.
- Manage members attendance and scheduling appointments
- Ensure exceptional customer service, engagement utilizing our retention process.
- Resolve individual athletes, member needs, and or operational issues using effective customer service .

Sales

- Qualify leads for new memberships, guest tours, trial passes, and evaluation opportunities. Assist with outside sales and prospecting through outbound calls and community outreach.
- Assisting facility team to meet sales goals
- Enthusiastically greet athletes, members and guests whether via phone or in-person. Know members' and families by first name.

Administrative

- Ability to understand our Customer Relationship Program (CRM) as well as MindBody scheduling and billing system.
- Maintain and manage the front desk area and signage in compliance with ATH branding guidelines

Facility Maintenance

- Support Business Operations Director with administrative, building and facility related issues.