

**Position Title:** Member Services Lead

**Location:** Eau Claire Athletic Club (ECAC)

**Employment Type:** Full-time

**Reports To:** Membership Manager



### ***Position Summary***

The Member Services Lead is responsible for overseeing daily operations at the front desk, ensuring an exceptional member experience, and supporting the Membership Manager in member engagement and retention initiatives. This role includes supervising front desk staff, addressing member inquiries, assisting with membership processes, and ensuring a seamless service experience for all members and guests.

### ***Key Responsibilities***

#### **1. Member Experience & Service Leadership**

- Act as the primary point of contact for escalated member inquiries and concerns, ensuring timely and professional resolution.
- Supervise front desk staff to ensure high standards of customer service.
- Lead by example in delivering a welcoming and professional member experience.
- Monitor and manage guest pass policies, check-in procedures, and member account changes.

#### **2. Staff Leadership & Training**

- Assist in hiring, training, and scheduling front desk and member services staff.
- Provide ongoing coaching and support to ensure staff members meet customer service expectations.
- Monitor staff performance and provide feedback to the Membership Manager.

#### **3. Membership Database & Engagement Support**

- Assist the Membership Manager with new member orientations and onboarding processes.
- Support retention initiatives by engaging with members, gathering feedback, and providing proactive solutions to enhance member satisfaction.
- Process membership upgrades and changes in accordance with ECAC policies.

#### **4. Administrative & Operational Duties**

- Maintain accurate membership records and ensure compliance with club policies.
- Oversee point-of-sale transactions, billing inquiries, and account adjustments.
- Ensure the front desk and member service areas remain organized and fully stocked with necessary materials.
- Track key membership metrics (acquisition, retention, churn rate) to identify trends and areas for improvement.
- Prepare regular reports on membership performance and present insights to leadership.
- Analyze member data to inform strategic membership decisions.

#### **5. Event & Program Support**

- Collaborate with the Membership Manager to support events, promotions, and outreach initiatives.
- Provide administrative support for member programs and special events.

### ***Qualifications & Skills***

#### **Experience:**

- Minimum of 2 years in customer service, hospitality, or fitness club operations. Supervisory experience preferred.

#### **Skills:**

- Strong interpersonal and communication skills, problem-solving abilities, and multitasking capabilities.

#### **Technology:**

- Proficiency in membership management software, POS systems, and basic office applications.

**Attributes:**

- Team-oriented, proactive, and committed to delivering outstanding customer service.
- High level of professionalism and member service orientation.

***Schedule & Work Environment***

- Full-time position; availability for evenings and weekends as needed.
- Work is performed primarily at the front desk and member service areas of ECAC.
- ECAC is an in-person work environment – there is no availability for remote work.

***Compensation & Benefits***

- The base salary for this position is \$52,000 per year, with the potential for a higher starting salary based on experience and qualifications.
- Individual access to ECAC facilities and programs during specified times.
- Opportunities for professional development within ECAC.

**Please send in your application through the careers page on the ECAC website by February 25, 2025.**