

Front Desk Associate - Part Time

Come join our growing team at Pickleballerz, Northern Virginia's first indoor pickleball center! Pickleball is the fastest growing sport in the country and we are looking for energetic, organized, and self-motivated individuals to provide exceptional customer service for members and guests. The person(s) in this position operates the front desk and lounge area for shifts during the mornings, evenings, weekends, or holidays.

Job Description and Responsibilities

- Greet members/guests, answer phones, and give facility tours
- Promote membership programs/events and encourage member/guest sign up
- Process and collect payments from members/guests by using the POS system
- Oversee court reservations using court reservation system ensuring that members/guests are checked in and occupying assigned courts
- Ensure registration and check in/checkout procedures are followed
- Assist with the registration and running of programs and special events
- Process POS transactions for pro shop and lounge items
- Attend to Lounge area patrons, take drink and food orders from members/guests and serve ordered items including wine/beer.
- Assist with Pro Shop upkeep, stocking and display
- Ensure facility presents as inviting and clean to all members and guests
- Execute opening/closing procedures
- Attend all training sessions and regular staff meetings

Qualifications and Experience Desired:

- Excellent communication skills.
- Dependable, high energy, and team oriented.
- Front Desk and/or Customer Service experience 1 year plus
- Must have a friendly, outgoing personality and enjoy social interaction.
- Ability to accept guidance and supervision
- Ability to make quick decisions that best serve facility members and guests.
- Ability to learn and use registration software and other related computer functions
- Prefer experience regarding cash and credit transactions.
- Customer service interaction experience
- Willingness to be flexible and available to work occasional evenings and weekends as required for meetings and special events
- Current or ability to obtain CPR and First Aid certifications
- Must have the ability to pass a background check
- Must be 18 years of age or older

(job description continued on page 2)

Physical Requirements:

The ability to lift 25-50 pounds regularly, squat and bend over regularly. carry out repetitive motions regularly, lift and carry awkward items, stand for length of shift (with breaks and lunches given per policy)

Must have a valid form of ID

Wage is competitive and will be commensurate with experience.

For consideration, please send an email to info@pickleballerzusa.com with resume attached and subject line that reads "PICKLEBALLERZ FRONT DESK APPLICANT"

NOTE: The preceding functions have been provided as examples of the types of work performed by employees assigned to this job classification. Management reserves the right to add, modify, change or rescind the work of different assignment positions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.