



Service Desk Representative

Job Summary:

Are you looking for a customer-oriented, unique job in a fast-paced environment? Spokane Gymnastics is seeking a part-time Service Desk Representative. Schedule for this position is flexible.

At Spokane Gymnastics, we invest in the development of every person who joins our team and will provide the tools not only to excel at this position, but long-term, and outside of work. Successful candidates will interact with kids, parents, and family members on a daily basis. Individuals with a positive attitude and great communication skills will thrive in this position. Pay range is \$16.75 - \$20 per hour. Starting pay depends on experience.

Responsibilities:

- Provide exceptional customer service to parents, students, coaches, and others at the front desk.
- Answer phone calls, emails, and in-person inquiries regarding class schedules, pricing, and other questions.
- Schedule and register kids for classes, private lessons, camps, and birthday parties.
- Collect payments for classes, private lessons, camps, events, and merchandise.
- Maintain accurate records of customer information, schedules, and payments in software systems.
- Collaborate with coaches and other staff to ensure smooth operation of the facility.
- Maintain a clean and organized front desk area.
- Be prepared to effectively deal with occasional injuries and react accordingly.
- Attend mandatory staff meetings and trainings (Thursday evenings)
- Assist with other duties as assigned.

Qualifications/Skills:

- Willingness to learn
- Works well with others and has a positive attitude
- Excellent communication and interpersonal skills
- Strong organizational skills and multitasking skills
- Customer service experience a plus

Benefits (available at 25+ hours per week):

- Medical, dental, and vision insurance
- 401(k)
- PTO

Interested in joining our team?

Follow the application steps located on our website here:

<https://spokanegymnastics.com/employment-opportunities/> .

Please make sure to attach a resume.