



Service Desk Representative

Job Summary:

Are you passionate about creating positive experiences for families and making a meaningful impact in a fast-paced environment? We are looking for a dedicated and friendly Service Desk Representative to join our team! The schedule for this position is Wednesday – Saturday, and hours range from 18 - 23 hours per week.

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 \$17.25 - \$20 per hour. Starting pay depends on experience.

Responsibilities:

- Provide exceptional customer service to parents, students, coaches, and others at the front desk with enthusiasm and professionalism.
- 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.
- Assist with occasional injuries and respond appropriately to ensure a safe and supportive atmosphere.
- Attend mandatory staff meetings and training on some Thursday evenings to stay connected and grow as part of our team.
- Assist with other duties as assigned.

Qualifications/Skills:

- High school diploma or equivalent
- Customer service or administrative experience
- Willingness to learn
- Works well with others and has a positive attitude
- Excellent communication and interpersonal skills
- Strong organizational skills and multitasking skills

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/>