



## **Member Services Ambassador**

### Roles and Responsibilities

- Uphold the core values, standards and operations created for Comal Active
- Possess comprehensive understanding of all Comal Active programs and offerings, and can clearly articulate to potential and current members
- Know cancellation policy, hold policy, and length of contract for each membership
- Can explain each fitness program to a prospective member, how they differ in terms of style/intensity/fitness goals, and any prerequisites required for attending the class
- Act as Comal Active's first line of service as you greet, sell, and accommodate our members, prospective members, and guests
- Welcome members to the gym—greet everyone who walks through the front door and as they leave post-workout
- Always maintain a positive attitude when providing service (sales, check-ins, answering questions etc.) to our members and guests
- Make customer service your first priority at all times
- Develop an in-depth understanding of the Box Command gym management system and how to make all relevant account changes, scheduling changes, adding new products, etc.

As requested by Management, you may be asked to complete some, or all, of the following tasks:

- Call or email members to update account information, or follow up on expired memberships, declining credit cards, etc.
- Preventative maintenance, repairs and/or cleaning of gym equipment
- Processing store purchases
- Processing private training fees
- Product inventory
- Receiving and putting away supplies/retail orders in stock room, organizing stock room
- Decorating bulletin boards/signs with announcements and messages for members
- Assist in maintaining the overall aesthetics and cleanliness of the gym
- Gym floors should be free of chalk and trash with equipment neatly organized in its proper place after each class
- Showers and bathrooms should be fully stocked with counters wiped down and disposal of trash.