

EBF FRONT DESK ATTENDANT

PURPOSE

Own the EverybodyFights customer service experience and be a brand ambassador for members and new fighters.

DESCRIPTION

EverybodyFights front desk attendants possess a high caliber of customer service and hospitality as they are a harbinger of the EverybodyFights experience. Front desk attendants are high energy, results driven, and people pleasers. They always maintain a positive attitude, take initiative, act selflessly and work toward a greater common goal.

OVERVIEW OF RESPONSIBILITIES

Customer Service

- Greet and check in all members and guests
- Give onsite tours
- Answer the phone and direct calls to the appropriate person
- Address all questions and concerns received when at the desk
- Resolve customer service related issues in a positive and timely manner

Facility Upkeep

- Maintain exceptional standard of facility cleanliness, including locker rooms and training floor

Reporting

- Follow Front Desk process and procedure, including the use of reports and forms on the Team Hub
 - Pre-Shift and End of Shift Checklists
 - Opening and Closing Checklists
 - Incident Report
 - Member Communication Form

COMMUNICATION AND EXPECTATIONS

- Communicate with management in real time to mitigate issues
- Maintain a sense of urgency with communication and take initiative
- Maintain open communication with fellow front desk employees to work toward a common goal
- Work with members to achieve a positive outcome
- EBF customers should never unhappy

COMPETENCIES

Trust & Teamwork

- Act and make decisions in the best interest of the whole company
- Build trusting relationships within the team, across the company, and with vendors
- Appropriately allow others to develop their skill at decision-making and accountability
- Act with integrity

Personal Leadership

- Ask important questions and provide candid observations
- Demonstrate initiative and enthusiasm
- Proactively address challenging issues with solutions and maintain positive energy during difficult periods
- Show courage and challenge the status quo
- Maintain credibility as a professional so that others have confidence in you and value your input and involvement

Results Driven

- Prioritize effectively as changes occur in daily work
- Adapt goals as needed according to company growth and change
- Drive for results with and through others
- Convey a sense of urgency in your work
- Maintain persistence despite obstacles and opposition