



Job Description

Position Title:	Welcome Center Manager
Department:	Tennis
Direct Report:	Director of Business Operations
Exempt Status/Class:	Exempt/Non-Exempt
Status:	Full-Time

Basic Functions

Reporting directly to the **Director of Business Operations**, the **Welcome Center Manager** works to ensure world-class customer experiences and efficiency at our front desk operations. This will include a deep understanding of our Club Automation software, customer experience standards for part-time staff, attention to detail and ability to remain calm during busy periods of time are essential to top performance in this position.

Major Job Responsibilities

- Defining and implementing front desk objectives and procedures
- Hiring and training staff and managing the shift schedules
- Overseeing day to day operations of our Welcome Center
- Overseeing our court reservation software system at Leftwich Tennis Center
- Oversee our maintenance team and vendor at Leftwich Tennis Center
- Consistently demonstrates leadership behaviors aligned with TM values

Qualifications

- Minimum of 2 years of experience as a front desk manager or similar position
- Good understanding of procedures and practices in a hospitality setting
- Ability to operate computer software necessary to input information
- Strong organizational and time management skills
- Good leadership and training abilities
- Ability to perform tasks under occasional stress while maintaining a pleasing image to patrons and employees

Customer Experience Statement

Our number one goal is to provide outstanding customer experiences. Every Tennis Memphis employee is expected to be a good listener, knowledgeable, friendly, professional, helpful, and willing to go the extra mile.

Physical Requirements

Office is located at Leftwich Tennis Center. Regular communication and contact with employees and members. Repetitive keyboard activity and sitting at computer; standing and moving around the facility for extended periods of time.



Welcome Center Manager

Key Responsibilities and Expectations

1. Outstanding Customer Service
 1. Maintain and promote excellence in the tennis facility at all times by welcoming and servicing players in a courteous, professional and friendly manner and providing outstanding customer service while they are at the TC.
2. Assist Tennis Director
 1. In addition to the typical front desk duties, the realm of responsibilities for the job will extend beyond that to include assisting the TD with administrative support, cleanliness of the facility, general oversight when the TD is away from the TC.
3. Front desk and tennis center responsibilities
 1. Moving about, always something to do and not just stationary behind counter.
 2. When there is no one at the counter or a lull in the action what can you expect them to be doing?
4. Greets players in a welcoming manner as they enter and leave the clubhouse.
 1. First and last staff person the customer see at the tennis center.
 2. Provide and communicate court assignments to players, pros, coaches, patrons.
5. Assists players and customers via phone, in person courteous and professional manner.
6. Maintains the overall appearance and cleanliness of the front desk, club house and front/back entrances, restrooms, grounds and courts.
 1. In between court changeovers and lulls in the action checks and freshen ups these areas.
7. Provides accurate recording and accounting of tennis center activities, court assignments, facility usage, financial transactions and payments, entering of player data, player check-in, program registration, attendance for programs, lessons, clinics, etc.
 1. 100% accuracy is expected; must be trained.
 2. All tennis center activity is reflected on the court sheets.
8. Adheres to and enforces TC rules, guidelines, policies and procedures.
 1. Safety Guidelines
 2. Quickly and efficiently responds to customer and parent questions, comments, and concerns in a professional, tactful manner.
 3. Issue arises with a customer that they cannot resolve, they tell them that the Tennis Director will contact them.
9. Facilitate player check-in and controls and monitors player assignments, play and access to courts.
10. Stays current and knowledgeable of all daily activities/upcoming program schedules.