



Welcome Center Specialist

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 sees 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.