

TENNIS MEMPHIS

The **Welcome Center Specialist (WCS)** is responsible for greeting all players & visitors. As the first and last point of contact, the WCS will be a positive representation of Tennis Memphis at our facilities.

What you will do:

- Arrive to work early to be fully prepared to work at the scheduled time.
- Welcome all players, guests, and visitors as they arrive.
- Check all appropriate players into the computer system.
- Answer phones using front desk standards and connect calls to the appropriate person.
- Perform credit card and cash transactions accurately.
- Understand and Inform guests of tennis programs, offerings and prices.
- Maintain a professional, positive attitude and demeanor at all times.
- Say goodbye to all players, guests, and visitors as they exit.
- Respond to all questions and complaints with appropriate responses.
- Ensure computer system court booking sheets are accurate each shift.
- Maintain a neat, clean desk and lobby area.
- Uphold Tennis Memphis rules, policies and operating standards.
- Perform other duties as required.

Experience and traits we are looking for:

- Strong computer and basic math skills.
- Quick learners who can adapt and grow.
- Excellent communication skills - people who like talking to other people.
- Good ability to remember names and connect with visitors in a positive way
- Experience in a customer service environment or in collecting payments is a plus.
- Tennis knowledge or experience not required but is a major plus
- Availability to work opening shift (6:00 am arrival) or closing shift (9:30 pm departure) a plus