



JOB DESCRIPTION

WELCOME CENTER SPECIALIST

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Position Summary

The Welcome Center Specialist (WCS) is the first and last point of contact for players, members, guests, and visitors at Tennis Memphis facilities. This role is responsible for creating a welcoming, positive, and professional experience, providing excellent customer service, and supporting daily facility operations.

The ideal candidate is a friendly, outgoing, and dependable team member who enjoys working with people, has a positive attitude, and takes pride in helping create a great tennis experience for our community. A passion for tennis, sports, or an active lifestyle is highly valued.

What You Will Do

- Welcome all players, guests, and visitors with a friendly and positive attitude.
- Create a warm, inviting first impression that reflects Tennis Memphis's mission and values.
- Provide exceptional customer service by answering questions, resolving concerns, and assisting players with their tennis needs.
- Build positive relationships with players and members by learning names, recognizing regular visitors, and creating a welcoming environment.
- Check players into the computer system accurately and efficiently.
- Answer phones professionally and connect callers with the appropriate staff member or information.
- Process credit card and cash transactions accurately while following established procedures.
- Provide information about Tennis Memphis programs, memberships, court reservations, events, and services.
- Assist players with court bookings, account questions, and general facility information.
- Maintain accurate court booking schedules and communicate updates as needed.
- Keep the Welcome Center desk and lobby area clean, organized, and welcoming.
- Support teammates and work together to provide excellent service during busy periods.
- Follow Tennis Memphis policies, procedures, and operating standards.
- Represent Tennis Memphis with professionalism, enthusiasm, and a commitment to our

- community.
- Perform other duties as assigned.

The Type of Team Member We Are Looking For

We are looking for someone who:

- Has a friendly, welcoming personality and enjoys helping others.
- Provides outstanding customer service and genuinely cares about the player experience.
- Maintains a positive attitude and brings energy to the team.
- Enjoys meeting and interacting with new people.
- Is a reliable team player who supports coworkers and contributes to a positive work environment.
- Communicates clearly and professionally with players, guests, and staff.
- Is willing to learn, adapt, and grow within the organization.
- Takes ownership of responsibilities and follows through on commitments.
- Has an interest in tennis, sports, or community recreation. Tennis experience is preferred but not required.

Qualifications & Experience

- Previous customer service, hospitality, recreation, or front desk experience preferred.
- Strong communication and interpersonal skills.
- Basic computer skills and the ability to learn new software systems.
- Ability to handle payments and basic math accurately.
- Ability to stay organized and professional in a fast-paced environment.
- Ability to work independently while also being a supportive team member.
- Must be available for scheduled shifts, including early-morning openings or evening closings as needed.

Our Mission

Building a better community and enhancing lives through tennis and education.

As a Welcome Center Specialist, you play an important role in creating an environment where everyone feels welcomed, valued, and excited to be part of Tennis Memphis.