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Greater Midland
Tennis Center

Location
900 E. Wackerly St.
Midland, MI 48642

Salary
Hourly wage of \$11.00 per hour

Schedule
Flexible; availability M-F 7:45AM
to 10:30PM including weekend
availability.

Why You Should Apply
As a part-time employee at
Greater Midland, you receive:

- > The opportunity to make a lasting impact on families while gaining valuable hands-on experience.
- > On-the-job training!
- > A free premier membership at any of our centers with the ability to upgrade to a family membership.
- > Discounts on Greater Midland programs and services.

(GM1097)

Member Service Specialist

The Position

Under the direct supervision of the Director of Member Services, the Member Service Specialist is a front-line staff member who is responsible for delivering professional, member centered customer service to all members, guests and program participants. The Member Service Specialist must maintain high personal standards and adhere to carrying out the Values and Purpose of Greater Midland.

Major Job Responsibilities

- > Provide friendly, courteous, prompt and professional service to all guests within the facility.
- > Must be able to work in a fast-paced environment and appropriately prioritize responsibilities.
- > Inform guests about, and provide accurate information regarding facility services, programs, schedules, costs, membership, policies and all other current events happening in Greater Midland.
- > Accurately complete any required paperwork including, but not limited to, membership applications, activity registrations, etc.
- > Process memberships, program registrations, and take payments for various items/activities. Accurately input applicable information into system and reconcile with bank deposit at end of shift.
- > Deliver superior telephone service by ensuring calls are routed correctly, timely and answer inquiries effectively.
- > Listen and facilitate closure to guests concerns.
- > Facilitate and respond to emergency situations via emergency action plans.
- > Demonstrate flexibility in assignments between the Front Desk and Concessions area.
- > Follow all Serve Safe guidelines when working in the Concessions area.
- > Maintain a clean and organized work environment.
- > Embrace and demonstrate the values of Greater Midland.

Qualifications

- > Must be 18 years or older.
- > Must have a high school diploma or equivalent GED.
- > Strong interpersonal skills with ability to multitask in a fast-paced environment.
- > Basic math and computer skills.
- > Must be able to pass an ICHAT background check.
- > CPR/First Aid; preferred.
- > 1-year minimum experience in customer service-related work; preferred.

Physical Requirements

Regular communication and contact with employees and members. Repetitive keyboard activity and sitting or standing at a computer workstation for 4+ consecutive hours; bending and stooping for paperwork filing; lifting and/or moving up to 35 pounds may be required of this position.

More Information About Greater Midland: Greater Midland promotes vitality and builds belonging through recreation, wellness, and social services that encourage lifelong pursuit of learning, personal fulfillment, and good health. We respect differences and promote equality for all, offering programs and services that reflect the community's needs. Founded in 1919, Greater Midland's seven operating units have grown to include Midland Community Center, Coleman Family Center, Corporate Wellness, Curling Center, North-End Fitness Center, North Midland Family Center, and Tennis Center. We employ more than 500 people country-wide and positively impact an estimated 80% of City of Midland residents with 60% of those living in Midland County. Learn more at www.greatermidland.org.