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Greater Midland
Coleman Family Center

Location
4839 N. Coleman Dr.
Coleman, MI 48618

Salary
Hourly wage of \$11.00 per hour

Schedule
Monday – Friday from 6:30a to
2p or 2p to 6:45p

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.

(Job Code: GM1092)

Member Service Specialist

The Position

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

Major Job Responsibilities

- > Provide friendly, courteous, prompt and professional service to all guests within the facility.
- > 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, and time cards.
- > 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 day.
- > 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.
- > Maintain a clean and organized work environment.
- > Embrace and demonstrate the values of Greater Midland.

Qualifications

- > Must be 18 years or older
- > High school diploma or equivalent GED
- > Strong interpersonal skills with ability to multitask in a fast-paced environment
- > Basic math and computer skills
- > 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 20 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.