



Job Title: Member Services / Front Desk Associate
Department: Parks and Recreation/Haas Health and Wellness Center.
Location: Haas Health and Wellness Center.
Hours: Part-time, including nights and weekends.
Salary: \$16.40 - \$18.23 per hour.

THE CITY OF REVERE:

The [City of Revere](#) is a thriving, fast growing, and vibrant City. Revere has become one of the most desirable cities in the region to both live and work. The City of Revere envisions a municipality that fosters a more welcoming, nurturing, and inclusive government that invests in staff success and development. Representation will encompass diversity in culture, thought, experiences, abilities, gender, sexual orientation, age, socio-economic status, veterans' status, etc. Due to its distinctiveness, the City of Revere is a wonderful place to work, with great benefits, salaries, incentives, and most importantly, the opportunity to serve its residents. Creating and sustaining a culture in City Hall to ensure that residents across the city feel that government is more responsive to their needs and concerns, is an entity that they can trust, and are accountable to all is critically necessary.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The Communications Associate's main functions are the following, but no limited to:

- Greet members, prospective members, and guests, providing exceptional customer service.
- Handle all front desk related activities.
- Answer phones in a friendly manner and assist callers with a variety of questions.
- Check members into the system.
- New member sign-ups.
- Take prospective members on tours.
- Explain in detail all membership plans and promotions.
- Facilitate needed updates to member's accounts.
- Respond to member questions & concerns in a timely & professional manner & elevate to Assistant Manager or Manager as needed.
- Attend Staff Meetings

- Assist in maintaining the neatness and cleanliness of the club.
- Perform other duties as assigned.

QUALIFICATIONS:

- Customer service background preferred.
- Basic computer proficiency.
- A passion for fitness and health.
- Upbeat and positive attitude
- Punctuality and reliability
- Available to cover different shift times as needed.
- Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the member's expectations.
- Strong listener with the ability to empathize and problem solve.
- CPR Certification
- High School diploma/GED equivalent required.
- Revere residency preferred.
- Must be 18 years of age or older.

SKILLS, AND ABILITIES:

- Strong problem solving and interpersonal skills.
- Must be organized and detail-oriented and able to work both independently and as part of a team.
- Ability to establish and maintain effective working relationships.
- Ability to meet extremely tight deadlines.
- Ability to communicate effectively and efficiently verbally and in writing.
- Ability to read and understand City public health orders and requirements.
- Ability to rapidly acquire a good working knowledge of the COVID-19 virus and the current emergency.

PHYSICAL ENVIRONMENT:

The work environment involves inside and outside activities, in all weather conditions including wet, hot, and cold. This position cannot be performed remotely. The employees in this position must be comfortable entering public businesses and other public spaces and interacting with the public. The position requires near and far vision and acute hearing, the ability to stand for long periods of time, and walk up and down stairs, must be able to stand for long periods of time. Some Bending, kneeling, twisting, or reaching required. Must be able to lift, push, or pull at least 50 pounds.

DISCLAIMER

1. The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may

be required to perform duties outside of their normal responsibilities from time to time as needed.

2. The City of Revere is proud to be an Equal Opportunity Employer. We are committed to creating a diverse and inclusive environment. Therefore, qualified applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, sexual orientation, gender identity, gender expression, military and veteran status, or another protected category.

Interested candidates should apply under the General Job Application.