



Essendon Keilor
Gymnastics Academy

194 Roberts Rd, Airport West 3042 | 03 9336 4077 | gymnastics@ekga.com.au

Position Description

Customer Service / Reception Staff

General Information on working at EKGA

As the EKGA receptionist you are the face of the club. You will be many customers first interaction with the club. This role can go from being extremely busy to being quiet in a short amount of time. The ability to multi task is essential, as you will have phone ringing, customers lining up to pay fees and sometimes lots of other things at the same time.

This role requires someone with great people skills and a mature outlook. In order to maintain our high standards we require all members to follow our policies. Sometimes customers can be disappointed or unhappy when they cannot get their own way (want a spot in a class that is full, want to attend a class when they are 20 minutes late, paid fees late and still want pay on time discount). The receptionist needs to remain calm, confident and friendly so they can comfortably and consistently deal with these situations.

Responsibilities of all EKGA staff members include:

1. To conduct yourself so that supervisors and coworkers can rely upon your word
2. To maintain safety
3. To build and grow customer relationships that drive students to EKGA's door
4. To be flexible in your schedule and willing to help coworkers, including substituting your fair share
5. To move consistently towards 'expert status' in your particular position
6. To help your supervisors and peers fulfill their Responsibilities and generally make their jobs more rewarding and more fun!
7. To help EKGA Teach Gymnastics, Make it FUN and to Keep the kids SAFE.

We encourage all EKGA staff to act responsibly and when faced with making a decision, to make the decision that you feel will do the most good for the most people, whilst following EKGA policies. Use the EKGA staff handbook, the procedures manual and make decisions that you expect will have a positive outcome. We understand that mistakes will happen from time to time and so long as you have acted responsibly we will support you, however should this occur we expect EKGA staff members to learn from mistakes and move forward to become even better at their job



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Customer Service / Reception Staff

Key Responsibilities

Communication

Assist customers in a friendly and efficient manner

Be the initial contact for all enquiries to the club and provide a high level of customer service.

Greet customers, answer enquiries.

Attending to new enquiries and assisting them to become club members.

Talking to current members and parents, answering questions and listening to concerns, comments and feedback.

Demonstrate an excellent telephone manner.

Answer and return phone calls.

Make phone calls to members and potential members

Take messages & play the voicemail messages and record in phone log.

Make phone calls on behalf of the Director and Department Leaders.

Reply to emails

Send out information / accounts / promotional material via post and email

Systems

Recording booking, payments, details in our class management software

Collecting payments and issuing receipts (includes EFTPOS operation)

Utilise calendar and daily checklists to ensure efficient running of office

Update class rolls / bookings / Party Calendar

Assist with preparation of mail outs / reenrollment and generation of invoices

Strong attention to detail

Data entry on Iclass, and Gymnastics Australia database programs

Cash handling and balancing of end of day till.

Merchandise

Assisting parents to purchase uniform items and merchandise for their child.

Processing orders, taking payments and selling uniform items

Restocking uniform rack and shelves as required

General duties

General office work such as filing, data entry, word processing, photocopying and collating

Restocking brochure racks

Light cleaning duties as stipulated in the opening and closing checklists or as delegated by supervisor (i.e. refill restroom supplies, vacuum entry way, empty foyer bin etc.)

Office projects as set by Director / Department Leaders

Other duties as stipulated by Director

Making coffees during birthday party shifts