



**The St. John's Tennis Association (SJTA) is currently accepting applications to fill several part-time Front Desk Attendant positions at its Green Belt facility. Applicants must be available to work flexible hours during early mornings (7:30 a.m. onwards), evenings and weekends.**

### **About Us**

SJTA is a not-for profit association operating two tennis facilities. Green Belt Tennis Club is an indoor, year-round facility with six tennis courts and six pickleball courts. In addition to recreational and league play, its programs include junior and adult lessons, private lessons and the province's high performance training program for elite junior athletes. Riverdale is the association's outdoor facility which operates during the summer months. Located on Portugal Cove Road, next to Rennie's River, Riverdale has six outdoor lighted courts and a clubhouse.

### **The Position**

SJTA is currently accepting applications to fill several part-time Front Desk Attendant positions at its Green Belt facility. Applicants must state their ability to be flexible in their work schedule as these positions require early morning (7:30 a.m. onwards), evening and weekend shifts. Successful candidates who are currently enrolled in post-secondary educational institutions and returning to school in September 2021 will be considered for full-time summer positions at the Riverdale outdoor facility, if they wish.

### **Candidate Abilities and Aptitudes**

Front Desk Attendants at Green Belt Tennis Club are enthusiastic, sports-minded individuals who show initiative and provide overall exceptional service to our members and guests.

Front Desk Attendants oversee the day-to-day use of the facility and build relationships with our users to ensure a consistently positive experience while at the club. They exercise discretion, good judgement and tact and maintain a high degree of confidentiality.

In addition to exceptional customer service skills, Front Desk Attendants exhibit outgoing personalities; are detail-oriented; are highly organized, effective multi-taskers and time managers; are sales focused; and have the ability to quickly learn and effectively use the association's JEGYSOFT online booking and POS software.

## Job Responsibilities

Typical tasks include, but are not limited to:

- Booking courts, checking in tennis and pickleball players, accepting and processing payments, tracking member billing and maintaining the accuracy of the court booking and membership database
- Maintaining a thorough and up-to-date knowledge of all SJTA memberships, programs, fees, services and policies, as well as the operation of the JEGYSOFT software
- Responding professionally and accurately to in-person, telephone and email inquiries about SJTA services
- Selling memberships, gift certificates and tennis accessories; registering members and non-members for programs
- Completing accurate cash-out procedures at shift-end
- Receiving and managing customer complaints or concerns in a respectful manner
- Maintaining general tidiness of the front desk area, club house and courts
- Ensuring pro shop and maintenance supplies are replenished as necessary
- Completing additional duties or projects as assigned

## Candidate Previous Experience

In addition to the abilities and aptitudes listed above, our ideal candidate has the following work experience and proficiencies:

- At least one year of experience (200+ hours) working in customer service and sales, using an electronic POS system
- Previous employment in community recreation, sport or fitness in either a leadership or facility operations role
- Proficiency using Microsoft Outlook, Word and Excel

## To apply:

Applicants should submit, in PDF, a resume and cover letter to [gm@sjta.ca](mailto:gm@sjta.ca) no later than Friday, January 15, 2021. The email subject line should state "Application for Front Desk Attendant."

Applications must include three references, with full contact information for each reference.

SJTA thanks all applicants for their interest, however only those under consideration for an interview will be contacted.