



Job Title: High 5 Member Services (Part-time)

Department: Administration

Position Summary:

Be the welcoming face of High 5! As a Member Services Team Member, you'll serve as the first point of contact for families, support all programs, and keep our front desk running smoothly. Member Services acts at the center of all High 5 programs. This role is perfect for someone who is energetic and exhibits excellent customer service and multitasking skills. Must be Bilingual (Spanish and English), and expertise in sales and/or basic marketing preferred. This role is part-time Monday- Friday (4PM-9PM), with rotating Saturdays (8AM – 2PM). Join us and make an impact every day!

Duties and Responsibilities:

- Answer phones, emails and all program inquiries, while providing excellent customer service
- Create and maintain a welcoming, caring and professional environment for all
- Work as a team player, and communicate positively and effectively
- Adhere to all policies and procedures both organizationally and departmentally, including opening and/or closing procedures
- Promote and assist members and guests in enrolling in High 5 programs (ie. Swim lessons, Summer Camp, Afterschool, Trident, Tennis/Pickleball, BlueWave), reserving courts or scheduling facility rentals
- Accurately issuing invoices and posting received payments amongst multiple merchant platforms
- Responsible for maintaining a clean and safe entryway into the facility and reporting any concerns to Maintenance and the VP of Operations
- Responsible for providing tours of the facility to prospective members
- Support for all guests and for all High 5's superior programming

Qualifications:

- High School Diploma (Required)
- Satisfactory Level 2 Background Check (Required)
- First Aid, CPR and AED certification (Required)
- Excellent interpersonal, communication and problem-solving skills (Required)
- Bilingual in Spanish and English (Required)
- Proficiency in Microsoft Office, Excel and Canva (Preferred)
- Marketing and/or Sales Experience (Preferred)

Skills:

- Exceptional customer service skills with a strong focus on customer satisfaction.
- Ability to multi-task and handle high-pressure situations.
- Attention to detail and accuracy.
- Empathy, patience, and a positive attitude.
- Excellent communication and interpersonal abilities.
- Strong problem-solving skills and the ability to resolve customer issues.

- Proficiency in using relevant computer systems and software

Expectations:

- Model, reinforce and abide by the High 5's mission, core values, policies and procedures
- Be accepting of ALL children, parents and staff without regard to race, creed, abilities, religion, socioeconomic status, or sexual orientation and treating each person with the utmost respect
- Build positive, caring and meaningful relationships with all members, partners, clients, students and their families and amongst your High 5 team
- Attend all meetings pertinent to this position and external events throughout the year (ie. family engagement nights, fundraisers, etc.)
- Maintain and support all procedures that ensure the safety of children, parents and staff
- Oversee and participate in the cleaning and maintaining of facilities, equipment and all areas used
- Arrive on time for each shift, with a clean, well-kempt appearance and in your High 5 approved Uniform
- Keep all required certifications current (ie. First Aid, CPR, AED, Additional departmental training)
- Collaborate closely with every department of High 5 and to report directly to the Director of Member Services

I have reviewed the above job description and hereby attest that I can meet all requirements outlined. I also acknowledge that the above job description is not all encompassing and High 5 reserves the right to change these duties at any time during my employment.

Employee Signature: _____ Date: _____

- **Location:** High 5 Main Site
- **Shift:** Monday through Friday, 4pm-9pm, Rotating Saturdays 8am-2pm
- **Type:** Part-time (Less than 32 hours per week)
- **Compensation:** Starting rate \$15/hour, Competitive hourly rate based on experience
- **Benefits:** May include 401(k) plan