

BRICK

Membership Experience Officers Role and Responsibilities

- Uphold the core values, standards and operations created for Brick Nation
- Possess comprehensive understanding of all BRICK programs and offerings, and be able to clearly articulate to potential and current members
 - Know cancellation policy, hold policy, and length of contract for each membership
 - Be able to explain each fitness program to a prospective member, how they differ in terms of style/intensity/fitness goals, and any prerequisites required for attending the class
- Act as BRICK's first line of service as you greet, sell, and accommodate our members, prospective members, and guests
 - Welcome members to the gym—greet everyone who walks through the front door and as they leave post-workout
 - Always maintain a positive attitude when providing service (sales, check-ins, answering questions etc.) to our members and guests
 - Make customer service your first priority at all times
- Develop an in-depth understanding of the Front Desk client management system and how to make all relevant account changes, scheduling changes, adding new products, etc.
 - As requested by Front Desk Manager, you may take on some of the following tasks:
 - Call or email members to update account information, or follow up on expired memberships, declining credit cards, etc.
 - Charging staff purchases
 - Charging private training fees
 - Applying referral credits to member accounts
 - Weekly purchase order
 - Receiving and putting away supplies/retail orders in stock room, organizing stock room
 - Welcome cards – addressing and sending to new members
 - Decorating bulletin boards/signs with announcements and messages for members
- Assist in maintaining the overall aesthetics and cleanliness of the gym:
 - Make sure the front desk area is neat and organized at all times (no staff bags, boxes, or broken equipment should be kept behind the desk)
 - Training floors should be free of chalk and trash with equipment neatly organized in it's proper place after each class (dual effort between front desk staff and coaches)
 - Showers and bathrooms should be fully stocked with counters wiped down and all trash properly disposed of.
- Restock inventory as needed (food, drinks, apparel, toiletries, etc.)
- Monitor laundry, always maintaining both large and small towels for members

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Overview of Brick Policies

- **Regular shifts:** You will be expected to commit to a minimum of 3-4 shifts per week. These shifts will remain consistent from one week to the next unless you have requested off and received approval.
- **Requesting off:** If you have a commitment that conflicts with one of your regularly scheduled shifts, please submit a Time Off Request form at least 2 weeks prior to the date in question.
- **Probationary period:** All new Front Desk staff members begin their employment with a 60 day probationary period during which they will attend 30-day, 60-day, and possibly 90-day reviews of their progress and performance. The purpose of this system is to emphasize the importance of quickly mastering the responsibilities of the position, and to open up a transparent dialogue between staff and managers.
- **Daily and weekly tasks:** Please complete the Shift Task Checklist each time you work; it will help ensure that all duties are fulfilled during each shift. After permanent shifts have been established, the Front Desk Manager will create a Weekly Task Checklist and distribute it. You will be assigned one or two additional tasks to complete during your shift if you have time to do so.
- **Time sheets:** At the end of each shift, you will record the hours you worked (including your 30 minute break) on your timesheet. Please have a manager or coach sign off on your hours before you leave.