



FRONT DESK

JOB DESCRIPTION

Status	Part-Time
Supervisor	Jen Simmons, Office Manager
Location	Chandler and Queen Creek locations

SUMMARY

Little Flippers Swim is looking for a front desk team member who will forge relationships with parents and swimmers with a high level of customer service, personal attention and caring. The ideal candidate will have excellent interpersonal skills, will communicate regularly with our families both in-person and on the phone, will be dependable and organized.

RESPONSIBILITIES

- Engage with families in a fun and upbeat manner
- Multi-task to answer the phone, check families in, answer questions and keep accurate records
- Be a team player by constantly learning and engaging with co-workers and families
- Follow our systems and processes with efficiency
- Immediately report any safety issues and/or concerns to designated individual.
- Consistently present a professional appearance and courteous attitude, maintaining high standards of customer service
- Attend mandatory meetings and development training as scheduled
- Complete other duties as assigned

QUALIFICATIONS

REQUIRED

- 18 years of age or older
- Enjoys children and working with them
- Ability to thrive in a fast-paced, ever-changing environment
- Strong attention to detail
- Customer Service experience
- Ability to work independently and demonstrate energy and enthusiasm
- Ability to problem solve and use creative thinking

Fun environment, flexible work schedules, discounted lessons.