

Customer Service Specialist

Position Title: Part-time Customer Service Specialist

Compensation: \$15/hr (commensurate with experience)

Hours: 10:30am-1:00pm

Start Date: Immediate Opening

Reports To: Program Director

Position Summary

The Customer Service Specialist is the first point of contact for members, guests, and visitors. This role is responsible for creating a welcoming and professional environment while providing exceptional customer service. The position includes answering phones, checking in patrons during open swim and other activities, handling administrative tasks, and assisting with day-to-day facility operations.

Key Responsibilities

- Front Desk Operations
 - Greet and assist members, guests, and program participants in a friendly and professional manner.
 - Check in patrons for open swim, lessons, and other scheduled activities.
 - Manage daily attendance and membership check-ins accurately.
 - Process payments, registrations, and account updates as needed.
- Customer Service
 - Answer incoming phone calls, respond to emails, and handle general inquiries.
 - Provide accurate information about facility hours, programs, memberships, and policies.
 - Resolve customer concerns or escalate issues to management as necessary.
 - Support a positive and inclusive atmosphere for all guests.
- Administrative Support
 - Maintain organized records, reports, and attendance logs.
 - Assist with program scheduling, sign-ups, and communication.
 - Support marketing efforts by distributing flyers, updating bulletin boards, or assisting with social media updates.
 - Perform light clerical duties such as filing, copying, and data entry.
- Facility Support
 - Monitor cleanliness and presentation of the front desk and lobby area.
 - Communicate any maintenance or safety concerns to the appropriate staff.
 - Assist with event check-ins, open swim management, or other special programs as needed.

(Employees will be required to perform other related duties as assigned, including Shark directed work assignments in the event of a declared emergency.)

Qualifications

- Strong interpersonal and communication skills.
- Customer service or front desk experience preferred.
- Ability to multitask in a busy environment with professionalism and composure.
- Basic computer skills, including familiarity with email and scheduling software.
- Reliable, punctual, and able to work independently or as part of a team.
- CPR/AED and First Aid certifications (or willingness to obtain) preferred.

Work Schedule

- Primarily during open swim hours (Mon-Sat; 10:30am-1:00pm)
- Flexible schedule including evenings, weekends, and holidays as needed.
- Shifts may vary depending on open swim times, facility programs, and special events.

Compensation

- Hourly rate: \$15/hr (commensurate with experience).
- Opportunities for advancement and cross-training in other facility roles.

To Apply

Interested candidates should contact Kane Rigney at Kane@sarasotasharks.org