

Infinite Fitness, LLC: Job Description

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| Job Title: Administrative Assistant, Member Relations | Location: Somerset, MA |
| Reports To: Operations Manager | Status: |

JOB SUMMARY

Infinite Fitness provides industry leading fitness and sports performance coaching. The admin is responsible for the day to day operations including data entry, customer experience, and client management. He/She ensures all prospects and members receive the highest level of customer service possible.

Roles

- 1. Data tracking and entry**
- 2. Client/Lead management**
- 3. Customer experience/value**

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Manages client attendance and holds clients accountable, per the Infinite Fitness protocol**
- **Tracks all leads; from initial contact through initial meeting and membership.**
- **Schedules all meetings and success sessions**
- **Tracks all sales information and provides weekly updates to manager.**
- **Fully understand and runs client management software**
- **Tracks all major milestones, birthdays, accounts, etc. and ensures coaches and team are kept abreast of each.**
- **Posts daily updates to social media**
- **Serves as the first line of customer service; greeting members upon entering, answering phones, responding to all emails and messages.**
- **Enters all membership/programs**
- **Sells and keeps track of product inventory**
- **Keeps lobby area clean and presentable**
- **Contacts individuals and businesses to establish joint ventures**
- **Provides weekly reports to operations manager**
- **Establishes individual goals which are aligned with our team strategy and core values**
- **Facilitates and participates in team meetings to discuss team performance and organizational strategy**
- **Other duties as assigned by Manager**

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- **Desire to learn and grow:** We're very serious about this! We want a person who is motivated to get better every day and who isn't shy about suggesting ideas on how we can improve the business. We do not want a robot that simply follows a checklist. We want someone who learns and grows with our company.
- **Proficient in Microsoft Office products, Google Docs, and general technology**
- **Excellent organizational, communication and interpersonal skills**
- **Experience in sales**

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- **Associates degree or higher preferred**
- **Must have experience in customer service and sales**
- **CPR certified preferred**

ADDITIONAL REQUIREMENTS

- **Working Conditions:** This position involves working within an indoor office environment around general office equipment and may include non-traditional hours including evenings and weekends.
- **Physical Requirements:** The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

1.

Employee Signature

Date