



**Title: Gym Front Desk Associate**

**Company:** UPSWING Foundation

**Location:** UPSWING Centennial; Centennial, CO (in-person)

**Start Date:** June 10, 2024

**Position:** Entry level, part time, evenings and weekends required

**Compensation Range:** \$18-20 per hour

## Background

### UPSWING Foundation

Founded in 2020 by Harmony and Jason Myers as a Colorado-based nonprofit with a vision to connect people and catapult dreams. We believe access to sports, education, and other opportunities is too often limited by barriers such as socioeconomic factors. We also believe all kids should have an equal opportunity to experience sports, to learn and grow, to connect with others, and to discover and pursue their dreams. Our mission is to develop strong, confident, successful student athletes who are able to give back to their communities in meaningful ways.

### UPSWING Centennial

UPSWING Centennial is a state-of-the-art athletic facility offering performance training, dance, and recovery programs for athletes of all backgrounds. Designed to help determined student athletes thrive, UPSWING Centennial opens in late June 2024 for athletes, families, and the surrounding community.

## Overview

The Gym Front Desk Associate will greet and direct guests as they enter the facility, provide control of the front door location, answer guest inquiries, and help ensure an exceptional guest experience. The position will perform various administrative duties as directed by the Gym Operations Manager. We will be hiring 5 Front Desk Associates for our team.

## Requirements

- Front desk experience, preferably in a sports facility or fitness industry
- Excellent customer service skills
- Exceptional diplomacy and listening skills
- Basic computer proficiency (Microsoft Suite, Google Suite)
- Experience using Mindbody preferred
- Strong problem solving skills
- Must be 18 year of age or older
- Consistent and punctual attendance
- Current CPR, SafeSport, Concussion, and First Aid certification highly preferred
- Be able to lift and move 25 lbs
- Criminal background check required



## **Responsibilities**

- Monitor the front desk and reception area
- Light phone duties
- Help guests with check-in and registration
- Direct guests to the appropriate class or area of the facility
- Ensure guests with appointments are directed to the appropriate staff member in a prompt manner
- Monitor the proper and safe use of the facilities
- Follow proper opening and closing procedures
- Provide information about program offerings to prospective athletes and their families
- Report maintenance issues for appropriate action
- Identify delinquent accounts and notify the Gym Operations Manager
- Represent the Foundation, its mission, and code of conduct

## **Benefits:**

Access to the facility

## **Application Submission:**

Applications will be accepted until June 1, 2024 or until positions are filled. Please send a resume and cover letter to Kristy Detrick, VP of Operations at [kristyd@upswingfoundation.org](mailto:kristyd@upswingfoundation.org).