



DENVER TENNIS PARK *Serving Kids*

## **PART TIME FRONT DESK STAFF**

*The Denver Tennis Park is seeking applicants for the above position*

### **About the Position**

Operate all functions of the desk; assist customers with court reservations, tennis programs, lessons, and general DTP inquiries. Provide exceptional customer service. Members of the DTP work together to advance the organization in support of its mission and ensure a positive, high-quality experience for DTP youth participants and guests.

### **Responsibilities of Front Desk Staff**

- Willingness to help develop and test efficient front desk practices
- Provide a positive introduction and overview of the DTP to callers and visitors
- Greet and assist guests in friendly and professional manner
- Manage daily business transactions and ensure daily billing is completed and accurate
- Manage scheduling of courts and facility- develop proficiency in Club Automation Software
- Ensure facility is neat, orderly, and well-stocked
- Promote participation in tennis programs; assist guests with equipment instruction
- Understand and follow departmental policies and procedures
- Stringing Tennis Racquets
- Other duties as assigned

### **Required Qualifications and Skills**

- High school diploma or G.E.D
- Previous front-desk or administrative experience
- CPR Certified within 60 days of hire
- Safepay and Safe Sport Certification within 60 days of hire

### **Desirable Qualifications and Skills**

- Proficiency in world languages
- Efficient in Microsoft Office and Outlook
- Familiarity with Club Automation tennis software
- Stringing experience

### **Personal attributes that support success**

- Commitment and passion for the DTP mission
- Excellent customer service, communication, and teamwork skills
- Dependable, attention to detail
- Knowledge of and enthusiasm for tennis
- Ability to multi-task and learn quickly
- Excellent phone etiquette and verbal communication skills
- Conflict resolution skills

**Facility Location** 1560 S. Franklin Street

**Reports to:** The Director of Operations

**Hours:** 10-30 hours per week; Includes weekends, weekdays, and holidays

**Pay Rate:** \$17-\$20/hr. pay is dependent on applicant's relevant experience

**Send Resume, Two References, and Note of Interest to Gabe Vicuna Director of Operations, Denver Tennis Park Inc.**

**[applications@denvertennispark.org](mailto:applications@denvertennispark.org)**

*The Denver Tennis Park is an equal opportunity employer and is committed to building and maintaining a culturally diverse workplace. We encourage women, minorities, individuals with disabilities and veterans to apply. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status of protected veteran, among other things or status as a qualified individual with a disability.*