



Team Lead

Job Summary:

The team lead is responsible for providing superior level of customer service to Planet Fitness members, prospective members, and guests. Ensuring an exceptional “Judgement Free” member experience. All while assisting in delegating, as well as shift coverage.

Reports to:

Club Manager and Assistant Manager.

Essential Duties and Responsibilities:

Customer Service/ Front Desk Activities:

- Greet members and guests, provide exceptional customer service in a way that makes the members feel comfortable and welcomed.
- Answer phones in a friendly manner and assist callers with a variety of questions.
- Respond to member questions and concerns in a timely and professional manner.
- Conduct beverage or merchandise purchase on the POS system.
- Explaining and promoting our unique fitness instruction classes pe@pf.
- Ability to assess and assist in emergency medical situations.
- Uphold rules and policy in the facility.
- Detailing tanning beds/ acrylics/vents on a weekly basis.
- Counting and tracking inventory on a weekly basis.
- Running all necessary reports on a daily basis.
- Staff Supervision
- Provide backup support for any employee who is absent.
- Uphold the integrity and security of staff files and sensitive company documents.
- Be a brand ambassador by leading a Judgement Free lifestyle.
- Delegate activities and responsibilities throughout shift.
- Lead by example and maintain consistent accountability.
- Communicate effectively and clearly between all staff members.

Member Accounts:

- Utilize Datatrak to assist with updating barcodes, changing of address, billing, or payment questions.
- Check members into fitness class daily.
- Uphold the integrity and security of member documents and sensitive information at all times.

Club Cleanliness and Maintenance:

- Go above and beyond to keep the front desk area and lobby clean and orderly.
- Regular facility cleaning and general upkeep of club.
- Ensuring all equipment is clean on a daily basis.
- Ensuring proper locker room checks and walk arounds are being performed by all every 15 minutes.
- Holding the team accountable for daily cleaning lists and assigned equipment.

Miscellaneous:

- Track key performance indicators such as guest counts, cancellations, info calls, and tours.
- Manage marketing efforts by ensuring that staff is aware of updates or changes.
- Assist with inventory counts.
- Uphold the positive, energetic, upbeat culture of Planet Fitness.

Qualification/ Skills:

- 6-12 months of customer service experience is preferred.
- High school diploma/ GED equivalent required.
- Must be 18 years or older.
- CPR certification required.
- Punctuality and reliability is a must.
- Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the member's expectations.
- Positive leadership and diplomacy skills.
- Problem solving skills.
- Be a representative of the core values of PFMW at all times, by upholding the beliefs of respect, passion, family, teamwork, fun, trust, and loyalty.
- Position may require overtime, weekends, evenings, and holidays. Must be flexible.

Physical Demands:

- Continual standing and walking during shifts.
- Continual talking in person or on the phone during shift.
- Must be able to occasionally lift 75 pounds.
- Frequent climbing, balancing, kneeling, crouching, pulling, and grasping. Employee must never put themselves under any equipment.

Name _____ Date _____

Signature _____