

Wildcat Athletic Center – Membership Experience Coordinator

Position Overview

Under the direction of Wildcat Athletic Center leadership, the Membership Experience Coordinator is responsible for creating a welcoming, organized, and positive experience for every member and guest. This role focuses on front desk hospitality, member support, facility access, and helping foster a friendly community atmosphere.

This is primarily a customer service and experience role rather than a sales position. Success in this role is defined by member satisfaction, professionalism, and the ability to make Wildcat feel like a place people enjoy returning to every day.

Primary Responsibilities

- Greet all members and guests warmly and professionally, helping create a positive first impression of Wildcat Athletic Center.
- Learn and use member names whenever possible to build a welcoming community environment.
- Provide tours to prospective members as needed.
- Assist members with questions about schedules, programs, and facility amenities.
- Become proficient in member management software and assist members with payments, program signups, and other administrative functions.
- Manage front desk operations including check-ins, key-card access, waivers, and basic account updates.
- Answer phones and emails professionally and route requests appropriately.
- Help onboard new members by explaining policies, amenities, and how to get the most from their membership.
- Respond to member concerns calmly and professionally and escalate issues when appropriate.
- Help maintain a clean, organized, and professional front desk and lobby environment.
- Support a positive facility culture by modeling friendliness, professionalism, and accountability.
- Assist with basic administrative tasks such as reports, member notes, and communication logs.
- Open or close the facility following established procedures.
- Handle incidents appropriately and complete incident reports when necessary.
- Participate in staff meetings and contribute ideas to improve the member experience.
- Other duties as assigned.

Qualifications

- Strong customer service mindset and interpersonal skills.
- Friendly, professional, and dependable personality.
- Ability to stay calm and helpful in a fast-paced environment.
- Strong communication and organizational skills.
- Basic computer skills and comfort learning membership management software.

- Prior customer service or hospitality experience preferred.
- Evening or weekend availability may be required.

Physical Requirements

- Ability to stand, walk, and move throughout the facility during shifts.
- Ability to occasionally lift up to 25–30 pounds.
- Ability to respond quickly to facility needs or emergencies.

What Success Looks Like

- Members feel welcomed and recognized.
- Front desk runs smoothly and professionally.
- Member questions are resolved quickly and positively.
- Facility policies are enforced consistently and respectfully.
- Wildcat maintains a reputation as a friendly, well-run community facility.