

**Position Title:** Membership Consultant, 7 Flags 24-7 X-Press

**Department:** Retail Operations

**Reports to:** Vice President Retail Operations

The membership consultant sells membership and fitness services to meet sales goals while providing superior customer service.

**Duties and Responsibilities**

1. Uses prospecting techniques to generate leads, appointments and memberships involving cold calling and interactions outside of the club including employee-sponsored outreach and promotions to increase membership sales. Responds to telephone inquiries and follows up on all prospects.
2. Meets and exceeds monthly sales goals.
3. Establishes and maintains a referral program.
4. Services club guest passes, walk-ins and member referrals and continues personalized relationships with each new and existing club member.
5. Conducts gym tours demonstrating extensive knowledge of all club facilities and equipment to prospective members.
6. Establishes and maintains lead boxes in the community on a monthly basis.
7. Maintains information on club history, background, philosophy, facilities, staff and policies.
8. Assists with keeping the fitness club, locker rooms and equipment clean and in good working order.
9. Assists the personal trainers with selling personal training and developing programs to increase membership sales
10. Sends out e-mail blasts, maintains Facebook and Internet Blogs.

**Special Requirements**

- High school diploma and some college courses
- Experience in the fitness, health or retail industry preferred
- Excellent sales and customer service skills
- Must be friendly, outgoing, motivational and results oriented with a commitment to team success
- Ability to deal with pressure in meeting and exceeding monthly membership goals
- Excellent listening and verbal communication skills
- Ability to build relationships with members
- Ability to resolve conflicts in a professional, tactful manner
- Ability to work cooperatively with staff and club members

- Proficient on a Windows based computer, including knowledge of Microsoft Office.
- Ability to organize and prioritize multiple tasks in a fast-paced environment