



Job Description

Title: Membership Advisor

Reporting to: Customer Service & Sales Manager

BASIC FUNCTION:

The objective of a membership advisor is to serve customers by providing product and service information, selling products and services, and resolving customers' complaints. You will be the first impression of Beffect. The role requires you to work within your initiative and as part of a team.

By working in Reception at the club, you will represent Beffect. You will work in a demanding environment as part of a small team, dealing with all inquiries both in-person and over the phone.

A membership advisor must maintain constant communication with the member's Service Manager/Club Manager on all aspects of club responsibilities and activities. It is critical to the club's success and company for the membership advisor to maintain an open line of communication on any issues relating to the club and its staff.

REQUIREMENTS:

Education:

- 2 Years Diploma in business administration or related field is preferable.

Experience:

- (1) Years' experience in customer service is preferable.

Skills:

- Consumer focused with excellent customer service skills.
 - Excellent oral and written skills, English and Arabic.
 - Proficient with Microsoft Office Suite (Excel, Word and Power Point).
 - Ability to adjust to and manage continuous change.
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