



22955 W Industrial Drive, St. Clair Shores, MI 48080  
(586) 778-9640

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## **Job Title: Member Experience Specialist**

Reports To: Director of Member Experience & Sales & Weekend Adventure Host  
Employment Type: Part-Time

### **About the Role**

We're looking for an enthusiastic and customer-focused Member Experience Specialist to join our team! In this role, you'll help families find the perfect membership package that promotes fun, creativity, and physical activity. As the first point of contact for potential members, you'll provide engaging tours, answer questions, drive membership sales, and ensure fantastic customer experience.

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### **Key Responsibilities**

#### Membership Sales

- Give fun, informative facility tours, showcasing the benefits of our memberships.
- Answer or take phone calls answer questions about our programs, memberships, and events in a clear and friendly manner.
- Follow up with potential members to encourage sign-ups and meet sales goals.
- Promote additional services and programs to enhance the member experience.
- Keep accurate records of customer interactions in our CRM system.
- Follow up with trial class participants to encourage membership sign-ups.

#### Customer Service

- Check in with online purchasers to ensure they feel supported and informed.
- Provide excellent customer service and address any concerns professionally.
- Stay up to date on promotions, new programs, and events to share with customers.



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### **What We're Looking For**

- Strong communication and people skills with a passion for customer service.
  - Sales experience (membership sales, retail, or similar is a plus).
  - Ability to create personalized experiences that excite and engage families.
  - Detail-oriented with excellent organizational skills.
  - Comfortable in a fast-paced environment with a focus on meeting goals.
  - Interest in gymnastics, play-based learning, or physical wellness is a plus.
  - Experience using CRM systems, Microsoft Office, and other relevant tools.
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### **Perks & Benefits**

- Competitive hourly pay + performance-based commissions
- 401k Retirement Plan (with up to 5% employer contribution)
- Flexible schedule
- Employee discounts on memberships, events, pro shop, and café items
- Opportunities for growth in a family-friendly business
- A fun, creative, and active work environment

If you love helping families discover fun and fitness, we'd love to hear from you! Apply today by emailing your resume and cover letter to [angelas@extremegym.net](mailto:angelas@extremegym.net).