

Member Services Professional

Exceptionally dedicated, proactive, and customer-focused Member Services Professional with high level of integrity and commitment to excellence in every endeavor. Recognized for possessing concrete customer service skills, outstanding relationship building talents, and complete understanding of General Hospital policies and procedures. Demonstrated success leading team members by creating cohesive and consistent methodologies within department and across all levels of staff. Consistently address members with respect and compassion; possess extensive knowledge of and commitment to fitness and wellness as well as desire to lead department toward meeting objectives by utilizing hospital's vision while operating within established values system.

Strengths and Abilities

- New Business Development
- Relationship Cultivation
- Verbal & Written Communication
- Policy Creation / Implementation
- Cold Calling
- Problem Resolution
- Member Retention
- Multitasking
- Member Services
- Team Leadership
- Presentation Facilitation
- Computer Proficiency

Professional Experience

GENERAL HOSPITAL, South Haven, Michigan

08/92 – Present

Member Services Representative, Fitness Center (05/99 – Present)

- Compose, create, and distribute newsletters intended to build strong, solid relationships with members; develop and compile member survey and data.
- Retain members by planning and providing value-added member services including, dinners, art shows, and various fundraising activities.
- Consider and meet budget limitations by negotiating prices and making wise purchasing decisions.
- Present prospective members with sales and marketing materials used to close sales.
- Conduct one-on-one financial assessments with members.
- Furnish facility tours to prospective members; supply potential members with informational mailings.

Front Desk and Child Care Service Provider, Fitness Center (08/92 – 05/99)

- Interfaced with clients by performing personal receptionist duties, answered client inquiries concerning facility operations, demonstrated and explained club equipment.
- Facilitated staff training workshops related to operational policies and procedures.
- Utilized computer system to schedule tours and massage therapy sessions.
- Proactively addressed all client complaints, comments, and suggestions with commitment to professionalism and facility vision / mission.
- Provided childcare services for infants, toddlers, and young children.

Computer Competencies

Karch International (KI) • Pathways Healthcare Scheduling (PHS)
PageMaker • Microsoft Word • Microsoft PowerPoint • Internet Navigation

Education

ABC University; South Haven, Michigan
Bachelor's Degree Program in Psychology

The Smith School of Massage Therapy; Holland, Michigan

References

~ Professional and Personal References Furnished Upon Request ~