

## Member Experience Lead Jobs In Dubai | Wellfit

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Location: dubai

Category: other-general

Member Experience Lead Jobs In Dubai | Wellfit

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Complete monthly member service calls to evaluate the club experience as well as build further rapport with members

Work in collaboration with the club General Member Experience Manager to create member engagement solutions based on feedback and NPS scores.

Going above and beyond to deliver service excellence to all members and guests.

Drive Wellfit's values and vision internally and externally.

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Responsibilities

Check in members and verify memberships.

Provide information on classes and availability

Oversee the service desk and implement new strategies for member management within the club.

Oversee and drive KeepMe interactions to constantly monitor our medium and high-risk members.

Oversee and drive the utilization of Classcard across the club.

Must be the expert on everything we offer within Wellfit – Gymnastics, proactively make

programming recommendations to ensure member results are achieved, in addition to driving the revenue performance of our business

Utilize member feedback to develop and improve member engagement and the overall club experience

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Requirement

Greeting members and users of the gymnastics center as they pass through reception

Provide exceptional customer service experience to all members, non-members and users of the facility.

Welcome members and visitors to the gym and providing accurate information concerning programs and activities.

Take an active role in the selling of gymnastics products to leads.

Create an excellent first impression of the gymnastics center by providing a warm,

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