

Josephine Horton

Member Services Representative

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STRENGTHS

- ♥ **Member Welcome**
Creates a warm first contact at busy desks, helping members and guests feel acknowledged before resolving their needs.
- 🔊 **Service Recovery**
Listens carefully to routine concerns, checks available records, and finds practical next steps that build member confidence.
- ✔ **Facility Readiness**
Keeps shared spaces prepared through steady cleaning, stocking, trash removal, and equipment organization throughout assigned shifts.
- 🕒 **Reliable Follow Through**
Completes independent assignments without repeated reminders, a habit supervisors have trusted during active facility periods.
- 👥 **Team Adaptability**
Learns updated systems and procedures quickly, then applies new workflows while keeping service smooth for coworkers and members.

SKILLS

Customer service Member check in
Front desk operations
Membership support Facility tours
Point of sale systems
Retail transactions
Basic computer proficiency
Telephone service Problem solving
Professional communication
Facility cleaning
Equipment upkeep Restocking
Safety procedures

SUMMARY

Customer focused member services professional with three years of experience supporting **front desk operations**, member check ins, facility tours, membership questions, **point of sale transactions**, and daily facility readiness in recreation and wellness settings. Provides welcoming service to members, **prospective members**, and guests while answering phones, explaining programs, addressing account concerns, and maintaining accurate information. Keeps lobbies, exercise areas, amenities, restrooms, and locker rooms orderly, stocked, and ready for use. Recognized for reliability, punctuality, **attention to detail**, teamwork, practical problem solving, and steady follow through. Comfortable learning new systems, following instructions, completing tasks independently, using cleaning products safely, and supporting busy public facing environments through clear communication and thoughtful service.

EXPERIENCE

Member Services Associate

Harborline Wellness Center 📅 April 2025 to Present 📍 Fort Lauderdale, FL

Supports front desk operations for members, prospective members, and guests in a busy wellness facility. Manages check ins, tours, phone service, membership questions, point of sale activity, lobby readiness, supply levels, and updated procedures while coordinating priorities with facility staff.

- Managed busy **front desk check ins**, guiding members and guests toward clear service resolutions.
- Led **facility tours** for **prospective members**, explaining amenities, schedules, and membership options accurately.
- Processed **beverage**, merchandise, and membership transactions through point of sale systems with accurate details.
- Resolved telephone and account questions using membership records, established procedures, and appropriate escalation.
- Maintained organized lobby areas, stocked **amenities**, and prepared high contact spaces for continuous use.
- Completed updated system training, applying new workflows while coordinating daily priorities with facility staff.

Front Desk Attendant

Sunrise Community Recreation Center 📅 October 2023 to March 2025 📍 Plantation, FL

Provided welcoming **front desk service** at a community recreation facility, supporting participant access, phone inquiries, computer based records, **retail transactions**, cleaning, restocking, and equipment organization. Completed physical facility tasks safely during active shifts requiring frequent walking, bending, kneeling, reaching, and occasional lifting.

- Welcomed visitors, verified participant access, and answered questions about activities, hours, and facility use.
- Managed incoming calls and face to face inquiries through computer based front desk tools.
- Processed merchandise and refreshment purchases while maintaining organized reception materials and service records.
- Cleaned **exercise equipment**, mirrors, **shared areas**, and amenities using approved products and safety practices.
- Restocked restroom and locker room supplies, removed **trash**, and returned weights to storage locations.
- Moved supply cartons and recreation equipment safely during shifts requiring **walking**, bending, kneeling, and reaching.

PROJECTS

Facility Readiness Support 📅 2025

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

0 MONTHS

Improved daily readiness across shared recreation spaces by organizing supplies, cleaning high contact areas, returning equipment, and supporting consistent member access.

Member Service Desk Operations 2024

Supported dependable reception service through accurate access checks, phone responses, account information, retail purchases, and organized front desk materials.

LEADERSHIP & AWARDS

- Recognized by facility supervisors for reliable attendance, punctual service, and consistent completion of assigned front desk tasks.
- Received positive team recognition for maintaining orderly shared spaces and responding calmly to member questions.
- Trusted with independent cleaning, stocking, transaction, and facility readiness assignments during active service periods.

EDUCATION

High School Diploma

Fort Lauderdale High School GPA: 4.0 2023 Fort Lauderdale, FL

Coursework: Communication, customer service, computer applications, health and wellness

CERTIFICATIONS

- Customer Service Fundamentals 2024
- Workplace Safety Training 2025

TECHNICAL SKILLS

- **Member Services:** Member check in, Membership support, Facility tours
- **Point of Sale:** POS systems, Retail transactions, Beverage purchases
- **Front Desk Systems:** Membership records, Account information, Sign in tools
- **Customer Communication:** Telephone service, Guest reception, Concern resolution
- **Facility Cleaning:** Exercise equipment, Mirrors, Shared areas
- **Amenity Maintenance:** Restroom supplies, Locker room supplies, Trash removal
- **Safety Practices:** Cleaning products, Protective equipment, Safety procedures
- **Computer Skills:** Basic computer proficiency, Digital records, Front desk tools
- **Facility Operations:** Lobby organization, Weight racking, Supply stocking
- **Service Training:** Company training, Policy updates, Procedure learning

PROFESSIONAL AFFILIATIONS

- Community recreation and wellness service environments, supporting members, guests, participants, and shared facility operations.
- Front desk service teams, coordinating daily priorities, supply needs, facility upkeep, and member communication.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST