



# Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

|                                                                |                                      |                                     |
|----------------------------------------------------------------|--------------------------------------|-------------------------------------|
| <b>Job Title</b><br>Front Desk Officer                         | <b>Job Location</b><br>Dar es Salaam | <b>Category</b><br>Admin & Clerical |
| <b>Job Type</b><br>Full Time                                   | <b>Job level</b><br>Junior           | <b>Industry</b><br>Beauty & Health  |
| <b>Open to Expatriates</b><br>Only Open to Tanzanian Nationals |                                      |                                     |

## Minimum Requirements

|                                |                                                      |                                                     |
|--------------------------------|------------------------------------------------------|-----------------------------------------------------|
| <b>Min Budget</b><br>-         | <b>Max Budget</b><br>-                               | <b>Primary Industry</b><br>Beauty & Health: 1 Years |
| <b>Secondary Industry</b><br>- | <b>Primary Category</b><br>Admin & Clerical: 1 Years | <b>Secondary Category</b><br>-                      |
| <b>Certificate</b><br>-        | <b>Qualification</b><br>-                            |                                                     |

## Summary

A well-established gym and wellness facility is seeking two friendly, professional and service-oriented **Front Desk Officers** to support daily operations and provide an excellent experience to members and visitors.

The Front Desk Officers will serve as the first point of contact for the gym. They will welcome members, respond to enquiries, manage registrations and bookings, process payments and ensure that front-desk operations are organised and professional.

## Responsibilities

### Reception and Member Service

- Welcome members, prospective members and visitors in a warm and professional manner.
- Respond promptly to enquiries received in person, by telephone, through WhatsApp or through other approved communication channels.
- Provide accurate information about memberships, services, classes, facilities, operating hours, events and applicable rules.
- Direct members and visitors to the appropriate facilities, trainers, instructors or managers.
- Respond to routine member requests and complaints and escalate unresolved or sensitive matters to the Gym Manager.
- Follow up on member enquiries and service issues to ensure that they are appropriately addressed.
- Maintain a professional, organised and welcoming front-desk environment.

### Membership Administration and Sales Support

- Explain available membership packages, prices, benefits and payment arrangements to prospective members.
- Support membership recruitment by following up with prospective members and encouraging appropriate membership conversion.
- Register new members and ensure that all required information and documentation is complete.
- Process membership renewals, upgrades, freezes and cancellations in accordance with approved procedures.
- Maintain accurate and up-to-date member information in the gym management system.
- Contact members whose memberships are approaching expiry and support timely renewals.
- Support promotional campaigns, membership drives, events and other business-development activities.

- Provide facility tours to prospective members when required.

## Bookings and Facility Coordination

- Manage bookings for classes, personal training sessions, courts, studios, events and other gym services.
- Confirm booking availability, times, payment requirements and applicable conditions.
- Coordinate with trainers, instructors and managers to ensure that booking information is accurate.
- Notify members promptly of schedule changes, cancellations or other relevant updates.
- Monitor attendance and check-in activity and report unusual or recurring issues.
- Ensure that only authorised members and visitors access the facility.

## Cash Handling and Records

- Receive and accurately record payments for memberships, bookings, products and other services.
- Issue receipts and ensure that all transactions are entered correctly into the relevant system.
- Maintain accountability for cash, electronic payments and supporting transaction records during the assigned shift.
- Complete daily cash reconciliation and handover procedures in accordance with established controls.
- Immediately report payment discrepancies, system errors or suspected irregularities to the Gym Manager.
- Maintain confidentiality when handling member, payment and business information.

## Communication and Administrative Support

- Communicate gym announcements, promotions, events and schedule updates clearly to members.
- Support the preparation and circulation of member communications through approved channels.
- Maintain front-desk files, registers, forms and routine operational records.
- Receive and record deliveries, correspondence and messages and direct them to the appropriate person.
- Prepare basic daily or weekly reports on enquiries, registrations, payments, bookings, renewals and member concerns.
- Support the Gym Manager with routine administrative duties when required.

## Facility and Operational Support

- Monitor the appearance and condition of the reception, waiting and nearby member areas.
- Report cleanliness, maintenance, safety or equipment concerns promptly.
- Coordinate with relevant staff to ensure that reported issues are addressed.
- Help enforce gym policies respectfully and consistently.
- Participate in shift handovers and ensure that outstanding matters are clearly communicated to the next shift.
- Support gym events, tournaments, open days and member-engagement activities.
- Respond appropriately to incidents and follow the facility's safety and emergency procedures.

## Education & Qualifications

---

Applicants should have:

- A certificate, diploma or degree in hospitality, customer service, business administration, marketing, sales, sports management or a related field.
- Previous experience in reception, front-office operations, hospitality, customer service, retail, sales or another customer-facing position.
- Strong verbal and written communication skills.
- Good computer skills and the ability to learn membership, booking and payment systems.
- Basic numerical ability and experience handling cash or electronic payments.
- The ability to maintain accurate records and handle confidential information responsibly.
- Fluency in both English and Kiswahili.

## Requirements

---

The following will be an added advantage:

- Previous experience working in a gym, fitness centre, hotel, spa, wellness facility or leisure business.
- Experience selling memberships, subscriptions, packages or services.

- Experience using customer-management, booking, point-of-sale or gym management systems.
- Experience managing customer enquiries through telephone, WhatsApp and social media platforms.
- Familiarity with fitness, wellness and healthy-lifestyle services.

## Characteristics

---

The ideal candidate should be:

- Friendly, welcoming and naturally comfortable interacting with people.
- Professional in appearance, communication and conduct.
- Energetic, confident and approachable.
- Patient and able to remain calm when handling complaints or busy periods.
- Organised and attentive to detail.
- Honest and trustworthy, particularly when handling money and confidential information.
- Proactive and able to identify what needs to be done without waiting for constant instructions.
- Comfortable promoting memberships, activities and services.
- Able to communicate with people from different backgrounds.
- Dependable and punctual, with a strong sense of responsibility.
- Able to work independently while remaining supportive of the wider team.
- Flexible and willing to work shifts, weekends and public holidays when scheduled.

## Driving Licence

---

Not Required

To Apply for This Job [Click Here](#)