



THE YARD
GYMNASTICS
SINGAPORE

Front of House & Memberships Officer

Location: The Yard Gymnastics (Perennial)

Job Type: Full-Time

About Us

The Yard is Singapore's leading provider of gymnastics, and we're excited to launch our newest high-performance centre at Perennial. As the nation's premier gymnastics facility, we offer a wide range of programs for athletes of all ages and abilities—from beginners taking their first steps in the sport to elite competitors training at the highest level. Our mission is to create a safe, supportive, and inspiring environment where every athlete can grow, achieve, and thrive.

About the Role

As the **Front of House & Memberships Officer**, you'll be the first point of contact for our members, families, and visitors. You will play a pivotal role in ensuring the smooth daily operation of the facility, delivering exceptional customer service, handling membership processes, and supporting the day-to-day running of the front desk. We are looking for a friendly, organised, and proactive team player who thrives in a fast-paced environment and enjoys working with people.

Key Objectives and Core Responsibilities

- Greet members, athletes, and visitors, creating a welcoming and professional atmosphere.
- Manage front desk operations, including attendance, phone calls, emails, and customer enquiries.
- Provide accurate and timely information about programs, classes, schedules, and events.
- Support membership growth by managing trials, sign-ups, make-ups, camps, and birthday parties.
- Maintain member records and databases with accuracy and confidentiality.
- Handle membership payments, retail sales, and event charges in line with company policies.
- Assist with class bookings, waitlists, and enrolment management.
- Collaborate with coaches and management to ensure seamless communication.
- Handle feedback and escalate issues to management when required.
- Support the promotion and delivery of events, workshops, and competitions.
- Carry out general administrative tasks to support daily operations.



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Skills & Attributes

- Strong customer service and communication skills.
- Professional, approachable, and positive attitude.
- Ability to multitask, prioritise, and stay organised in a busy environment.
- Detail-oriented with good administrative and IT skills (CRM experience a plus).
- Comfortable handling payments and financial transactions.
- Proactive team player with a willingness to go above and beyond.

Requirements

- Previous experience in customer service, front of house, or administrative roles preferred.
- Experience in sales or membership management is an advantage.
- Ability to work evenings and weekends (monthly schedule provided).
- Passion for sport, fitness, or gymnastics is desirable but not required.

Benefits of Working at The Yard

- **Be Part of the Market Leader** – Join Singapore’s top gymnastics provider and play a key role in the launch of our new high-performance centre.
- **Career Development** – Access to training, mentorship, and career progression opportunities within our growing organisation.
- **Dynamic & Supportive Environment** – Work alongside a passionate team committed to excellence in sport, service, and community.
- **Generous Leave Entitlement** – 21 days of annual leave.
- **Health Insurance** – Coverage provided after probationary period.
- **Modern Facilities** – Enjoy working in state-of-the-art gymnastics centres equipped to the highest standards.

How to Apply

If you are excited about this opportunity and believe you’d be a great fit for our team, we’d love to hear from you! Please send your resume and a short cover letter outlining your relevant experience to hr@theyard.com.sg with the subject line: