ON-CAMPUS JOB DESCRIPTION
2012-2013

Job Title: Membership Services I
Hourly Pay Rate: $9.19
Department: University Recreation
Contact Person: Michael Montgomery
Phone Number: 963-3556
Location: SURC, Room 173

Need 2-4 students to work 5-15 hours per week.
*Open to all students *Prefer Work-Study

Duties and Responsibilities:

- Disperse information regarding: facility hours, equipment check-out, and Recreation Sponsored programs
- Monitor and maintain access to the New Student Recreation Center by checking for proper identification
- Effectively communicate policies and procedures to patrons seeking access to the Recreation Center
- Provide excellent customer service to all patrons of the Recreation facility
- Answer telephone calls, conduct general customer service functions and provide support for effective communication among staff members within the facility
- Monitor equipment inventory and log equipment issued and received by the check-out center at the access control point including: Towels and various sporting equipment
- Sell memberships, enter program registrations, and operate facility management software on behalf of the Recreation Department
- Willing to take on other duties as requested or needed

Minimum Qualifications / Skills Needed:

- Ability to work with the public, problem-solve independently, work evenings and/or weekends
- Employees are expected to perform physical labor
- Employees will be expected to dress neatly.
- Employees will be expected to be helpful and polite to all individuals they come in contact with during the course of their work
- Employees must demonstrate effective interpersonal communication skills
• Employees are expected to understand and enforce basic policies and procedures as outlined by University Recreation.
• Work Ethic: Must be able to work well with supervisors, co-workers, and patrons. Must be personable, interactive, helpful, and exhibit a positive attitude. Must be teachable, dependable, and highly motivated to work hard and perform assignments.
• Current Adult CPR and First Aid certifications are required.

**What educational benefits will the student gain from this position?**

• Will give the student practical experience in customer service and hands on experience working in a recreational facility
• Students will develop administrative skills that will translate to other career paths

**Notes:**
You can download the application for this and other student employee positions online at www.cwu.edu/~rec. If interested in this specific position please e-mail your application to Michael Montgomery at montgomerym@cwu.edu or deliver completed application to the Student Recreation Center room 173.

**Length of Employment: Fall, Winter, Spring, Summer**