ON-CAMPUS JOB DESCRIPTION
2012-2013

Job Title: Membership Services II
Hourly Pay Rate: $9.19-9.50
Department: University Recreation
Contact Person: Michael Montgomery
Phone Number: 963-3556
Location: SURC Room 175
Need 3 students to work 15-19 hours per week
*Open to all students *Prefer Work-Study

Duties & Responsibilities:
- Disperse information to staff regarding: facility hours, equipment check-out, and Recreation Sponsored programs
- Monitor and maintain access to the Recreation Center by checking for proper identification
- Effectively communicate policies and procedures to staff and 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 all unoccupied spaces, including the Rock Climbing Wall, during non-program hours
- Maintain department bulletin boards with current program information
- Train and supervise staff to sell memberships, enter program registrations, and operate facility management software on behalf of the Recreation Department
- Communicate and evaluate staff in the Recreation Center
- Relay pertinent program and facility information to staff
- Conduct routine checks of the facility and share gathered information with supervisor and co-workers
- Supervise facility usage, including Group Fitness class participation (by checking passes to classes)
- Attend bi-weekly staff meetings
- Assist members with locker usage
- 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 implement basic policies and procedures as outlined by University Recreation
- At least two quarters of employment/experience with University Recreation, preferably in Membership Services I

**Why do you need this position?**
This position will work with and support/supervise the Membership Services I position. This position will perform the majority of duties that a Membership Services I employee performs, in addition to other supervisory duties.

**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
- Students will develop supervisory skills.

Notes:
Position requires a background check.

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