



### Position Summary

The Member Services Associate is responsible for operating all Member Services duties at the Student Recreational Sports Center (SRSC), Garrett Fieldhouse (GF) and Indiana University Recreational Sports Outdoor Pool (IURSOP).

The Member Services Associate will perform a variety of duties to support the department including utilizing Fusion Member Management Software. Associates handle sales, perform receptionist duties around the Member Services office, provide customer service to all participants, educate participants on all Campus Recreation policies and follow all established procedures. Additionally some sales, receptionist duties and cash handling are required.

### Specific Responsibilities

- Provide friendly customer service to every patron entering and exiting the facility
- Explain and sell Recreational Sports memberships, program offerings, and other services
- Model department values and expectations
- Field incoming phone calls and inquiries from patrons and prospective members
- Enforce building policies
- Open and close cash register, and maintain a balanced cash drawer
- Ensure that each piece of equipment is properly checked out and returned
- Assist with inventory and maintenance of rental equipment
- Attend staff meetings and trainings
- Special projects as assigned
- Excellent customer service skills
- Proficient in basic computer programs
- Detail oriented and self-motivated
- Early morning, evening and weekend availability; flexible scheduling and break availability
- Must be able to work a minimum of 13 hours per week

**Duties include:** Handling cash and credit card sales, assisting with I-9 ID verification with newly hired hourly staff, distributing equipment, day-use locks and towels to participants; utilizing Fusion Member Management Software to verify membership eligibility at the SRSC and Royer Access Control locations; serving as a liaison between Risk Management staff and emergency personnel during 911 calls and facility evacuations. Associates are responsible for assisting in the completion of accident and incident reports and properly adding them into the system. Associates also conduct equipment check-outs, check-ins and inspections; educate participants on attire policies; conduct opening and closing equipment inventory; verify day and towel pass eligibility; submit work requests; oversee lost and found procedures; uphold the Recreational Sports mission of connecting, informing and inspiring people to lead active, healthy lifestyles; educate participants on policies; provide feedback to participants and Recreational Sports professional staff as needed; respond to accidents and incidents within the RS guidelines. This position reports to the Member Services Coordinator.

### Required Trainings/Certifications

The successful incumbent is required to have the following certifications and training:

- All Department of Campus Recreation employees are required to complete blood borne pathogen training within 45 days of hire and renew on an annual basis.
- Complete New Employee training which includes but not limited to Emergency Action Plan, Nondiscrimination and Anti-harassment Policy training, All-Employee Security (Computer) Awareness, I-9 training, Risk Management, Cash Handling, Revenue Processing, Handling Sensitive Data, and other trainings required by University Treasury.

## **Preferred Qualifications:**

- Previous customer service experience
- Previous cash handling or sales experience
- Positive personality and a relational outlook
- Professionalism in appearance and manner
- Strong work ethic
- Initiative and maturity
- Effective communication skills
- Strong organization and time management skills
- Desire for professional and educational growth
- The ability to multi task
- The ability to solve problems as they arise

## **Regular Responsibilities:**

### **Policies**

- Read, understand, and abide by all employee policies stated in the Employee Playbook including the disciplinary action protocol.
- Enforce all participant policies as stated in the Employee Playbook.

### **Attendance**

- Arrive on-time, in uniform and ready to work for all assigned shifts.
- Stay under 29 hours per week for all Indiana University jobs.
- Attend mid-semester and end-of-semester performance assessments.
- Attend all staff meetings and Risk Management Unit Trainings (offered each semester).

### **Shift Requirements**

- Appropriate uniform and Recreational Sports nametag should be worn at all shifts.
- Your shift start time as indicated in SubItUp (Campus Recreational Sports' scheduling software) is the time you are permitted to clock in.
- You must make sure you clean in and out properly and the beginning and end of each shift.
- You are responsible for counting your cash drawer at the beginning and of shifts.
- There must be a replacement staff member present before you leave. If a staff member has not come to relieve you after your shift you must contact a Team Leader/Assistant Manager.

### **Clocking In/Out**

- Arrive on-time and work your entire shift. Clock in via TIME—the online payroll system.
- If you cannot properly clock in (i.e., do to computer problems), fill out a TIMEKEEPING Incident Form and place it in the Graduate Assistant of Informal Sports mailbox upon completion of your shift. Do not fill out an incident form if you are late or absent. Failure to abide by this policy will result in disciplinary action and may result in termination.
- Employees may use the "Missed Punch" function via TIME, however misuse of this function – i.e. clocking in during a time you were not in the building – WILL result in termination.

### **Relational Service**

- Provide excellent relational service through: interacting with participants, seeking participant feedback, and greeting participants when they enter the facility or approach the desk.

### **Safety**

- Educate participants on facility policies, and interfere appropriately in heated situations (ex. verbal fights).
- Effectively communicate with RS staff and the 911 dispatcher in case of emergencies.
- Feel comfortable approaching participants who need assistance.
- Properly complete all checklists, report any out of order equipment or equipment cleaning concerns.

### **Communication**

- Maintain on-going communication by checking email messages and responding promptly.
- Relay program information/feedback to the Assistant Director on an on-going basis.
- Keep all contact information up-to-date.

### **Subbing**

- If you are unable to work your scheduled shift you are responsible for securing a sub.
- All sub requests must be posted on the Subitup.com.
- If you cannot find a sub you are still required to work your scheduled shift.
- Provide two weeks' notice if you choose to end your employment with the Division.

**Perform other duties as specified by the Member Services Director and/or Member Services Coordinator.**

**Starting Pay Rate: \$11.55/hour**