



Position Summary

Member Services Associates at the IURSTC are responsible for the use of the facility, fee collection, customer service, policy education, procedures, operations, phone, lights, records, communication, program knowledge and more. The Member Services desk is the go-to spot for our members and our instructors, not to mention campus visitors and other employees, like Campus Division and Facility Operations. It is where we answer questions—and when we don't know the answer, where we find one.

About Us

- The IURS Tennis Center is an indoor tennis membership facility serving students, faculty and staff at Indiana University, the IU Men & Women's Varsity tennis teams, and the surrounding Bloomington community.
- The IURSTC promotes the positive health, cultural, physical, mental, and social benefits of tennis through programs such as Instructional Clinics and Cardio Tennis.
- The IURSTC a thriving auxiliary of the housed within the Department of Campus Recreational Sports.
- The IURSTC is the only eight court indoor tennis facility within a 50-mile radius.
- Currently, there are over 1,000 members.
 - Around 40% of our members are juniors (18 & under).
- The IURSTC complex is home to our Head Tennis Professional USPTA Master Pro Chris Chopra.
 - Less than 1% of all USPTA certified pros ever reach Master Pro level.

Specific Responsibilities

- Greet all individuals who enter the facility and answer the telephone.
- Check to make sure everyone using the Tennis Center is a member by using the computer software-Club Automation.
- Collect all fees including hourly court rentals, pro-shop sales, lesson and clinic fees, tournament fees, memberships, permanent court time, monthly programs, and fees for Tennis Center services.
- Know how to use PC and bank card machine. Maintain an accurate cash drawer and shift deposit.
- Take court reservations (walk-on and reserved), monitor courts, and court lights.
- Record information accurately on appropriate forms which include membership forms, clinic registration forms, permanent court time applications, racquet repairs, tournament registrations, library forms, vending machine refunds, etc.
- Become knowledgeable about and deliver to members the services at the Tennis Center, which include tennis library, racquet stringing, locker rentals, fitness area, Playsight, and the ball machine. When necessary, instruct members on the proper way to the use ball machine and Playsight.
- Know, communicate, and abide by all Tennis Center policies and procedures. Employees must be able to pass an exam on the MSA Playbook information by 90%.
- Effectively communicate between members, instructors, Program Assistants, the Director,
- Head Pro, and Assistant Pros about information or concerns regarding programs, memberships, general daily operations, and facility safety and maintenance.
- Become knowledgeable and help promote Tennis Center programs, lessons, permanent court time, pro-shop sales, locker rentals, etc. to potential and current members.
- Keep supplies for front desk and pro-shop cabinet always stocked.
- Open and close facility at designated hours, making sure to pick up key the day before if opening.

- Always keep lobby and Member Services desk tidy. Member Services staff employees are required to straighten magazines and pick up trash upstairs and downstairs before they start their shift and throughout their shift.
- Monitor members by making sure they are not abusing the Tennis Center and address issues when necessary, e.g. children standing on furniture, running around on courts, throwing objects in the lobby, individuals wearing marking shoes on the courts, dogs in facility, junior polices etc.
- Perform other duties as assigned by the Director, Head Pro, and/or Assistant Pros.

Required Skills/Qualifications

- Take responsibility for the safety of those in the Tennis Center and intervene when necessary. Must attend and pass required risk management training sessions/tutorials throughout the year.
- Must be certified and be able to administer Cardiac Pulmonary Resuscitation (CPR), Standard First Aid (SFA), and the Automated External Defibrillator (AED). Use emergency action plan when necessary.
- As required by university policy, must complete training in Revenue Processing and Security Awareness prior to working first shift alone. These online tutorials are to be completed during one or two training shifts and the results must be recorded in your personnel file.

Starting Pay Rate: \$13.35/hour, with potential merit salary increases on a semesterly basis.