



Position Summary

The Member Services Lead provides front-line relational service to participants and staff throughout all hours of operation at three locations: the Student Recreational Sports Center (SRSC), Bill Garrett Fieldhouse (BGF), and Indiana University Outdoor Pool (IUOP). The Member Services Lead should always uphold Campus Recreational Sports' standards of relational service by actively listening and responding to participant needs. The Member Services Lead is expected to always act in a professional manner, be a role model and mentor to fellow employees, provide enhanced relational service to all participants, and continually educate themselves on Recreational Sports information, events, and policies

Specific Responsibilities

- Respond to phone and in-person comments, questions and concerns regarding membership, policies, or processes
- Support the Risk Management First Responder during evacuations, incidents, and accidents
- Support Recreational Sports hourly and professional staff with duties as assigned
- Assess member eligibility, recommend services, and process payments, applications, and requests.
- Document inquiries and follow-up as needed
- Open and close Recreational Sports facilities.

Required Skills/Qualifications

- Current IU Rec Sports employees or experience in a past member relations position
- Available to work for at least 2 of the following future semesters: Spring 2024, Summer 2024, Fall 2024.
- Availability to work beyond Fall 2024 semester is welcome but not required
- Capable of working 10+ hours per week, including weekends, on a regular basis
- Have or obtain American Red Cross First Aid/CPR/AED certification before first solo shift

Preferred Skills/Qualifications

- Demonstrate initiative, maturity, and responsibility in current hourly position
- Excellent relational service and communication skills
- Knowledge of Recreational Sports policies, procedures, and facilities
- Perform tasks independently and work within a larger team environment
- Complete all duties of current hourly position at exemplary status
- Analyze a situation quickly and use problem solving skills to respond
- Respond to conflict situations with calmness & professionalism

Benefits of employment with Campus Recreational Sports

- Increased level of responsibility and leadership opportunities
- Experience with hourly staff/peer leadership
- Development of transferable skills such as flexibility, time management, problem solving and critical thinking, that will contribute to continued professional development
- Opportunity to get to know and work more closely with Recreational Sports professional staff
- Pay raise above current role

Starting Pay Rate: \$13.35/hour