MEMBERSHIP SERVICES JOB DESCRIPTION

The Rec Sports Membership Services Desk is often the first contact point for visitors to the Ramsey Student Center. Therefore, it is critically important that we make a good first impression. Specialists are expected to dress business casual. The red Rec Sports staff shirt provided by Rec Sports must be worn each shift along with black or khaki pants or skirts. Jeans, yoga or workpants are not allowed. Please reference the Rec Sports Departmental Handbook for further information.

Reports to: Donna Doolittle (Sr. Operations Specialist), Melissa Mitchell (Associate Accountant), Wynell Harper (Administrative Assistant I), Tina Mixon (Business Manager II) and Amy Thomas (Associate Director for Business Services).

Responsibilities
- Register participants for requested program, membership or services. Distribute sign-up forms, waivers and related information to participants.
- Answer routine questions regarding policies, procedures and rules. Provide patrons with accurate information regarding facility operations and issues.
- Verify that paperwork is complete including all required signatures.
- Enter memberships, passes and class enrollment into Fusion database correctly.
- Collecting the appropriate amounts for Ramsey services and giving correct change to patron.
- Provide backup to the Administrative Assistant by answering the phone, and greeting walk-ins.
- Provide assistance to the Sr. Operations Specialist and Associate Accountant. Completion of projects assigned by Business Services Staff.
- File all paperwork accurately and in a timely manner.
- Cover all scheduled shifts; it is your responsibility to find a sub.
- Attend all trainings (1-2 per semester)

Preferred work experience
- Money handling experience is required
- Customer service experience is preferred

Base Pay: $8.25

Approximate number of staff: 6-7

Recreational Sports Member Services Handbook
Revised: July 2017