Position Description

TITLE: Student Worker, Member Services Staff

RESPONSIBILITIES:
The Member Services Staff is responsible for granting access to the facility, processing and scheduling services and payments, selling memberships, and issuing equipment. Staff members must provide members, prospective members, and guests with accurate information about University of Cincinnati Campus Recreation.

- Greet all members and guests who enter the facility
- Ensure proper identification is being used to access the facility
- Enter member information into CSI System
- Keep a clean and presentable work space
- Answer questions members may have about our facility, memberships, and programs
- Be knowledgeable about programs and services offered by Campus Recreation
- Relay pop-up messages to members and troubleshoot accordingly
- Enter memberships, day passes, and trial members into the CSI system
- Take payments for all programs and services
- Enroll members and non-members in different types of programs through program registration
- Communicate all policies and procedures to members/guests
- Ability to handle and count money while reconciling money drawer at the end of the shift
- Issue equipment and towels to members through CSI software
- Take squash court and racquetball court reservations
- Complete all paperwork and place in appropriate location
- Attend staff meetings and trainings hosted by Campus Recreation
- Shifts in Administrative Office include filing, answering/forwarding Campus Rec email, entering information from membership paperwork in the CSI system, and other office-related projects
- Other duties as assigned.

MINIMUM QUALIFICATIONS:
To be considered for this position you must meet the following requirements:
- Is at least 16 years of age
- Enrolled at a post-secondary institution or a secondary school at least part-time (one (1) or more credit hours if at a post-secondary institution), except for summer term, or will be a registered student during the next academic term

ADDITIONAL QUALIFICATIONS CONSIDERED:
- Ability and willingness to enforce policies and handle conflict
- Strong customer service skills and basic knowledge of computer skills
- Ability to handle several tasks at once with frequent interruption

AVAILABILITY:
Flexible scheduling – need to be available during days, nights, and weekends

LOCATION:
Main Campus – Campus Recreation Center

SALARY:
Hourly Rate - $9.50/hour