

MEMBER SERVICES ASSISTANT

The Member Services Assistant serves as the front line resource for the Department of Campus Recreation acting as the focal point for all guest inquiries. They serve as the face of the department. All Member Services Assistants must provide excellent customer service to promote a positive first impression of the department. A successful Member Services Assistant must be an excellent communicator, strong administrator and confident individual who must remain professional and courteous in all interactions with persons of all professional levels.

Primary Duties & Responsibilities

- Provide quality service to all individuals, including employees, students and guests
- Assist with membership sales
- Assist with locker rental sales
- Register members for various programs
- Perform cash and credit card transactions
- Check valid use eligibility of all who enter the facility
- Provide accurate Campus Recreation facility and/or programming information
- Answer all related questions and/or concerns
- Perform general office duties
- Serves as a frontline resource in the facilitation of resolving customer conflicts and/or concerns
- Is proficient in all Campus Recreation facilities policies and procedures
- Answer phones
- Perform miscellaneous duties as assigned
- May be asked to assist with special programs, events, and any other duties necessary for quality services.

Qualifications

- Strong Communication Skills – Articulates information in a way that can be easily understood by members, potential members and fellow employees
- Actively listens to fellow employees, members, customers and managers
- Friendly outgoing personality
- Must have excellent customer service skills and positive attitude in serving students and other members.
- Is detailed orientated in all tasks
- Ability to Multi-Task
- Self-Motivated, Well-Organized and able to prioritize

- Ability to work with minimal supervision
- Accepts responsibility for his/her choices and decisions
- Exhibits a professional demeanor towards others
- Unselfishly serves others and assists members, employees and potential members in a prompt and effective manner while following Campus Recreation policies and procedures.
- Ability to identify problems, find solutions, and make sound decisions that reflect The University of Massachusetts and UMass Campus Recreation code of conduct, policy and procedures
- Team player and cooperates well with a variety of personalities, and individuals
- Ability to work in a professional manner to carry out the mission and vision of Campus Recreation
- Willingness to perform tasks assigned by supervisors and to assist others as needed

Knowledge / Skills Required

- Basic Computer Skills
- Excellent Telephone Skills and Etiquette
- Good Communication Skills
- Cash and credit card handling experience preferred
- Individuals holding valid CPR and First Aid certifications are strongly urged to apply and are highly regarded when employment selection is made

Wage

- \$12.00 per hour.

Hours

Academic Year

- 10-20 Hours per week
- Sunday thru Saturday hours available (Morning, midday, afternoon and evening shifts)

Summer Employment

- Potential 20 – 40 Hours per week
- Monday thru Friday hours available (Morning, midday, and evening shifts)