

Campus Recreation | Member Services Assistant

Rate of pay: \$10.00 per hour

Job Description:

The Member Services Assistant will serve in an administrative capacity by providing strong customer service, answering questions, processing memberships, and clearly communicating Campus Recreation programs, offerings, policies, and procedures.

Job Responsibilities:

- Greet individuals as they enter the URWC office suites; field questions, direct them to the appropriate professional staff member, ensure prior appointments are made
- Process all memberships, cancellations, holds, and refunds using Innosoft Fusion software
- Assist members with signing up for Group Fitness, Personal Training, Intramural Sports, and other programs offered by Campus Recreation
- Answer calls to the main landline phone and direct/transfer calls as necessary
- Clearly communicate all policies and procedures verbally or written
- Handle credit and debit card transactions appropriately using a Shift4 terminal and complete daily and end-of-shift audits
- Troubleshoot technology when necessary
- Distribute Sport Club mail, including large packages and materials
- Maintain consistent organization of desk, drawers, files, lobby area, and conference room
- Resolve conflicts and de-escalate situations as necessary
- Attend necessary meetings or trainings with Facility Operations Coordinator
- Complete various tasks for Campus Recreation program areas as needed, including, but not limited to: printing, copying, scanning, laminating, organizing, etc.
- Cover front desk of URWC in emergency situations

Minimum Qualifications:

- FGCU-enrolled student
- Ability to work an average of 10 hours per week during the hours of 8-5pm M-F
- Positive attitude and desire to provide friendly, professional service to all customers
- Ability to think critically and self-motivate with little to no supervision
- Effective verbal and written communication skills
- Strong attention to detail
- Willingness and ability to *sit* for an entire shift

Additional Information:

- Position will not be required to work early mornings, late evenings, or weekends
- Dress is business casual – jeans on Fridays
- Reports directly to Facility Operations Coordinator
- No certifications or prior Campus Recreation experience required