MEMBER SERVICES ASSISTANT

PURPOSE
SRC Member Services Assistants are responsible for monitoring facility access, operating the welcome desk, and performing customer service functions of the Student Recreation Center. The staff handles a high volume of diverse requests and is expected to be a resource to all participants regarding SRC facility, programs, and services. The emphasis of this position is providing outstanding and courteous service and ensuring outstanding customer satisfaction.

SUPERVISORY DUTIES AND RESPONSIBILITIES
- Ensure only eligible participants are entering the SRC.

PROGRAMMATIC DUTIES AND RESPONSIBILITIES
- Responsible for the function and operation of the SRC welcome desk and access control system.
- Assist SRC participants regularly, on the phone and in person, with all aspects of the facility, program and services.
- Assist in initiating immediate first aid and proper emergency procedures.
- Responsible for payment transactions, cash handling, and participant enrollment for all services, including membership registration, guest passes, and intramural sports.
- Verify user eligibility and assist in statistical analysis of participants and services.
- Maintain confidentiality related to participant information per CSUB policies and procedures.
- Responsible for all aspects of informal recreation equipment inventory and check-out.
- Launder, fold, and distribute towels.
- Document all transactions and reports accurately per SRC and CSUB policies and procedures.
- Maintain knowledge of all aspects of membership registration and equipment control software and report capabilities.
- Contact SRC Facility Supervisor when necessary due to problems related to participant access issues, user eligibility, and unauthorized entry that cannot be resolved by Member Services staff.
- Responsible for logging, securing, and returning lost and found items.
- Provide general office assistance (word processing, filing, mailing, copying).
- Complete daily assigned projects including reports, phone calls, program promotions, etc.
- Keep welcome desk and lobby area organized, clean, and inviting.
- Communicate maintenance, custodial, or security issues to appropriate SRC or campus personnel.
- Educate participants and student staff; adhere to, and enforce, all policies and procedures.
- Resolve participant conflicts and disputes with tact and diplomacy.
- Maintain familiarity with evacuation plans and assist during major emergencies.

ADMINISTRATIVE SUPPORT DUTIES AND RESPONSIBILITIES
- Provide support to the Director and Coordinator on specific projects as needed and assigned.
- Represent the SRC and CSUB in a professional manner and act as an SRC ambassador at all times with an extensive knowledge of the facilities, programs and services.
- Serve as a role model to other student staff and participants.
- Provide positive public relations and policy education to participants.
- Attend and contribute to all mandatory staff meetings, workshops, and retreats.
- Provide a friendly, inclusive, service-oriented environment for all staff and participants.
- Demonstrate awareness of, and appreciation for, individual uniqueness and diversity.
- Maintain a positive relationship with staff and co-workers.
- Demonstrate commitment to student development and leadership.

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• Maintain high standards and achieve high expectations.
• Maintain prompt hours and follow absence procedures.

QUALIFICATIONS
• Currently enrolled CSUB student with at least 8 undergraduate units and a minimum G.P.A. of 2.0, or graduate student with at least 4 graduate units and a minimum G.P.A. of 3.0.
• Previous customer service, cash handling, receptionist, security, or inventory control experience; preferably in a high volume environment.
• Certification in CPR, AED, and First Aid from either the American Red Cross or the American Heart Association within 30 days of hire.
• Previous administrative or leadership experience; preferably in a sport or fitness environment.
• Genuine interest in a variety of individuals and commitment to providing quality service to diverse populations.
• Excellent oral and written communication skills.
• Candidates should be reliable, self-motivated, and should be able to solve problems and make decisions based on SRC mission and guiding principles.
• Knowledge of Windows based computer systems and the ability to learn new software quickly and accurately.
• Willingness and ability to work early morning, night, weekend, finals, and quarter break hours.
• Employment is contingent upon satisfactory completion of a fingerprint check and may include a credit check.

CLASSIFICATION AND COMPENSATION
Student Assistant I - $10.00 per hour. 10-15 hours per week.

APPLICATION PROCESS AND DEADLINE
Applications can be found at the Student Recreation Center Welcome Desk, or online at http://www.csun.edu/reccenter/employment.shtml. Included in the application is the “Tips for Applicants” sheet that will help prepare candidates for the selection process.

Completed applications are due on mm/dd/yy by 5:00 p.m. to the Student Recreation Center Welcome Desk.