MEMBER SERVICES ASSISTANT
STUDENT RECREATION CENTER

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.
• Enforce SRC Policies and Procedures to all members and guests utilizing the facility.

PROGRAMMATIC DUTIES AND RESPONSIBILITIES
• Responsible for the function and operation of the SRC welcome desk and access control system.
• Verify user eligibility and enforce membership policies and procedures for access to the SRC.
• Assist SRC participants regularly, on the phone and in person, with all aspects of the facility, programs, and services.
• Assist in initiating immediate first aid and the Emergency Action Plan (EAP), maintain familiarity with evacuation plans and responsibilities during major emergencies.
• Responsible for payment transactions, cash handling, and participant enrollment for all services, including membership registration, guest passes, and re-sale items.
• Count, stock, and organize all re-sale items daily.
• Document all transactions and reports accurately per SRC and CSUB policies and procedures.
• Maintain confidentiality related to participant information per CSUB policies and procedures.
• Document all guest, maintenance, tour, and custodial access within the SRC.
• Responsible for all aspects of informal recreation equipment inventory and check-out.
• Launder, fold, and distribute towels.
• Maintain knowledge of all aspects of membership registration and equipment control software and report capabilities (Fusion).
• Contact SRC MOD or professional staff on duty 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.
• 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.

ADMINISTRATIVE SUPPORT DUTIES AND RESPONSIBILITIES
• Provide support to the Director and Coordinators 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.
• Maintain high standards and achieve high expectations.
• Maintain prompt hours and follow absence procedures.
QUALIFICATIONS

- Current SRC Student employee for at least 2 quarters.
- Currently enrolled CSUB student with at least 8 undergraduate units and 2.0 G.P.A. or graduate student with 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.
- Current certification in CPR/AED/First Aid.
- 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.
- Willing to be very detail-oriented with all tasks relating to memberships, equipment check-out, sales, paperwork, etc.
- 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.

CLASSIFICATION AND COMPENSATION
Student Assistant I - $11.00 per hour. 10-20 hours per week.

APPLICATION PROCESS AND DEADLINE
Completed applications and resumes are due by Monday, June 6th by 5:00 p.m. to the Student Recreation Center Welcome Desk.