STUDENT MANAGER
MEMBER SERVICES

PURPOSE
The SRC Student Manager for Member Services reports to the SRC Facilities and Member Services Coordinator. He/she provides peer supervision to the Member Services student staff area including training, scheduling, and supervising. Additionally, this individual is responsible for money handling procedures such as daily deposit and making change for the Front Desk. All student managers serve as a team that is expected to contribute to policy decisions, staff training and development, participant education, safety awareness and response, program assessment, and program promotion.

SUPERVISORY DUTIES AND RESPONSIBILITIES
- Assist in the day-to-day management and oversight of the Member Services area.
- Provide daily peer supervision to 10-13 student staff.
- Provide orientation and training, performance feedback, motivation, and discipline to student employees.
- Assist in the recruitment and selection of quality student employees who represent the campus demographics.
- Perform, as needed, all duties detailed in the job descriptions for the Member Services staff.
- Conduct staff area meetings for staff input, policy interpretation, staff development, staff scheduling, and resolving issues.
- Supervise the conduct and daily performance of the Member Services student staff area.
- Train staff in duties, policies, procedures, customer service, Fusion, and risk management.
- Assist the Office Manager with filing of waivers, membership forms, documents, revenue inputs, deliveries, etc.
- Perform tasks as assigned by the Office Manager such as shredding, laminating, etc.
- Educate student, staff, and participants to adhere to, and enforce, all SRC policies and procedures.
- The Student Manager for Member Services typical work week will consist of the following:
  - Lead bi-weekly Member Services staff meeting.
  - Attend weekly SRC Management Team meeting.
  - Handle the Deposit of all revenue generated from sales at the Front Desk.
  - Approve/deny shift trades amongst the Member Services staff.
  - Meet weekly with Facilities and Member Services Coordinator.
  - 12-16 office hours per week preferably 3 hour shifts 5 days a week.

PROGRAMMATIC DUTIES AND RESPONSIBILITIES
- Assume responsibility for all aspects of SRC facilities, programs, and services in the absence of full time staff.
- Assist in the development and implementation of systems and procedures to ensure employee and participant safety in all programs and facilities.
- Respond to participant issues and provide positive public relations and service.
- Provide outreach support to various student groups to promote the program and solicit feedback.
- Assist in the creation, distribution, and compilation of assessment instruments to determine program effectiveness and participant satisfaction.
- Identify program equipment purchase needs; develop and maintain inventory control methods.
- Develop manuals for systems, procedures, policies, and staff training.
- Prepare and deliver presentations as needed.
- Prepare quarterly and annual reports, collect data, research solutions, and maintain program files.
- Regularly communicate program hours, events, results, accomplishments, etc.
- Participate in strategic planning for both short and long term projects related to SRC facilities, programs, and services.
- Develop and maintain quality control procedures for program area.

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• Resolve participant conflicts and disputes with tact and diplomacy.
• Contact University Police when necessary due to problems that cannot be resolved with on-site personnel.
• Communicate maintenance, custodial, or security issues to appropriate SRC or campus personnel.
• Respond appropriately and as needed to all injuries, emergencies, and evacuations.

**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**
• Currently enrolled CSUB student with at least 6 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 supervisory, administrative, or leadership experience.
• Experience in recreation programming, event planning, or facility management/security preferred.
• Experience with, or awareness of, safety and risk management, budget management, assessment instruments, promotional methods, and marketing techniques preferred.
• Certification in CPR, AED, and First Aid from either the American Red Cross or the American Heart Association within 30 days of hire. Advanced/specialized safety certifications preferred.
• Ability to work collaboratively with others or independently as the situation requires.
• Ability to take thoughtful risks, explore new ideas, be flexible, and adapt to change.
• Excellent organizational, planning, multi-tasking, and problem-solving skills.
• 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.
• Knowledge of InnoSoft Fusion is preferred
• 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 II - $14.00 per hour. Maximum 20 hours per week. Regular work week consists of 15-18 hours.

**Application Process and Deadline**
Applications can be found at the Student Recreation Center Welcome Desk, or online at [http://www.csub.edu/reccenter/employment.shtml](http://www.csub.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 **3/10/17 by 5:00 p.m.** to the Student Recreation Center Welcome Desk.