Member Services Assistant
8-20 hours/week • $9.60/hour
(6 positions available)

DUTIES AND RESPONSIBILITIES
Utilize the facility management software, RecTrac, to accomplish the following:

Customer Service and Education
- Communicate correct information to inquiring individuals
- Enforce membership policies and procedures
- Greet members and guests as they enter and exit the facility
- Answer information and reservation phone lines during open facility hours
- Enforce and educate the members and/or guests on policies and procedures of the facility areas
- Provide directions to facility and campus locations
- Monitoring equipment check-in and check-out procedures
- Provide positive public relations, program promotion, and policy education to participants pertaining to all department areas and programs.
- Assist program participants and facility users regularly, on the phone and in person, with all aspects of the departmental programs. Make referrals to appropriate areas as necessary.

Point of Sale
- Handle cash operations
- Make daily deposits
- Organize and inventory merchandise items

Access Control
- Monitor and verify access of students, faculty, staff, and guests
- Ensure that there is not misuse or abuse of identification cards
- Work to resolve participant access issues
- Process memberships

Administrative Duties
- Complete written reports/documents
- Call or send member emails-reminders-impound, towel sales and renewals.
- Responsible for all opening and closing duties
- Maintain a clean and neat work environment
- Position requires working with confidential materials
- Responsible for distributing, collecting, tracking and processing departmental risk agreements
- Contacting emergency personnel in necessary situations
- Monitor and restock forms
- Assist with short-term projects
- Serve on committees related to Campus Rec
- Attend all-staff meetings

Equipment Checkout
Check-out equipment to members, follow up with those who have not returned items
Clean and maintain all equipment- including sanitary practices for climbing shoes, pumping up balls
Check in member and guest bags, monitoring and lifting over 30 pounds of baggage

Other Responsibilities
• Give facility tours everyday
• Fold and maintain member towels
• Provide general information with youth program, distribute waivers, enforce policies associated
• Maintaining and logging Lost and Found items and clothing
• Support our mission of sustainability
• Tracking all employees who walk through equipment issue
• Support SBA’s –communication, cleaning, and escorting offenders out of the facility
• Provide a friendly and welcoming environment to all

EXPECTATIONS
Demonstrate the Campus Recreation SPIRIT.
• Skills – Mastery of the position responsibilities, protocol and procedures, strong computer skills is preferred.
• Passion – Enthusiasm for position, department and wellness
• Initiative – Ability to take charge of situations and direct change appropriately
• Reliability – Accountable for work schedule and effectively completing tasks
• Interaction – Works well with others and engages customers
• Trainable – Willingness to be active in the learning opportunities presented
• MUST BE ABLE TO WORK OPENING AND CLOSING SHIFTS (Open: 5:45am, Close: to 11:15pm)

TYPICAL WORKING HOURS
The hours of the Recreation Center are 6am – 11pm weekdays and 10am-8pm Saturdays and Sundays. An employee’s schedule is created around their academic schedule. Consideration may be given to other work schedules at supervisor’s discretion. Employees are expected to be available for 3-4 hour blocks of time to work a shift.

WORKING CONDITIONS
• Front desk environment with multi-tasking needed in a fast paced setting
• Minor lifting and moving of boxes
• Name tag & staff uniform required

MINIMUM QUALIFICATIONS
• Maintain minimum enrollment (6 credits for undergraduates, 5 credits for graduates) for three out of four terms in the year
• Minimum 2.0 grade point average (3.0 for graduates) and maintain good academic standing throughout employment
• Commitment to Campus Rec’s mission statement
• Positive attitude
• Ability to respond to emergency situations
• Good communication skills
• Ability to work with people
• **Must successfully complete a background check**

**PREFERRED QUALIFICATIONS**
• Experience working with diverse populations
• Strong interpersonal and communication skills
• Demonstrated positive customer service
• Previous cash handling experience
• Awareness of safety concerns and risk management
• Ability to trouble-shoot and apply creative solutions

**TO APPLY**
   - See [http://www.pdx.edu/careers/writing-cover-letters](http://www.pdx.edu/careers/writing-cover-letters) for tips on how to write your cover letter.
2. Email application, cover letter, and scanned certifications as PDF’s to crecjobs@pdx.edu with the subject line Application for Member Services – last name.
3. You will receive a confirmation email within one week of receipt.

**If you need accommodations in filling out this application, or if you do not receive an email confirmation within five business days, please contact the Administrative Suite front desk at 503-725-5127, or campusrec@pdx.edu.**
*Portland State University is an Affirmative Action, Equal Opportunity Institution and welcomes applications from diverse candidates and candidates who support diversity.*

**DEADLINE FOR SUBMISSION:** Friday, November 17, 2014 by 5:00pm