

# Member Services Rep Job Description

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## GC Wellness and Recreation Member Services Representative Position Description/Qualifications

The Member Services Rep serves as the front-line resource for the Department of Wellness and Recreation acting as the focal point for all guest inquiries. They serve as the face of the department. All Member Services Reps must provide excellent customer service to promote a positive first impression of the department. A successful Member Services Rep must be an excellent communicator, strong administrator and confident individual who must remain professional and courteous in all interactions with individuals of all levels.

- **General** (Duties include, but are not limited to, the following responsibilities)
  - Provide quality service to all individuals, including employees, students and guests
  - Assist with membership sales
  - Assist with locker rental sales
  - Register members for various programs
  - Perform credit card transactions
  - Confirm valid use eligibility of all who enter the facility
  - Provide accurate Wellness and Recreation facility and/or programming information
  - Answer all related questions and/or concerns
  - Perform general office duties
  - Serves as a frontline resource in the facilitation of resolving customer conflicts and/or concerns
  - Is proficient in all Campus Recreation facilities policies and procedures
  - Answer phones
  - Responds to emails
  - Perform miscellaneous duties as assigned
  - May be asked to assist with special programs, events, and any other duties necessary for quality services.
  
- **Job Expectations**
  - Stay informed of all facility closures, amended hours, program dates, staffing changes, and special visitors, tours, and events
  - Utilize When to Work to communicate work availability to supervisors and co-workers
  - Arrive promptly for shifts, dressed in uniform, presenting a professional appearance and enthusiastic team attitude
  - Attend all mandatory in-services and trainings
  - Follow procedures set forth in the employee handbook, as well as departmental and university policies
  
- **Minimum Qualifications**
  - Strong Communication Skills – Articulates information in a way that can be easily understood by members, potential members and fellow employees
  - Actively listens to fellow employees, members, customers and managers
  - Friendly outgoing personality

- Must have excellent customer service skills and positive attitude in serving students and other members.
  - Is detailed orientated in all tasks
  - Ability to Multi-Task
  - Self-Motivated, Well-Organized and able to prioritize
  - Ability to work with minimal supervision
  - Accepts responsibility for his/her choices and decisions
  - Exhibits a professional demeanor towards others
  - Unselfishly serves others and assists members, employees and potential members in a prompt and effective manner while following Wellness and Recreation policies and procedures.
  - Ability to identify problems, find solutions, and make sound decisions that reflect Georgia College and GC Wellness and Recreation code of conduct, policy and procedures
  - Team player and cooperates well with a variety of personalities and individuals
  - Ability to work in a professional manner to carry out the mission and vision of Wellness and Recreation
  - Willingness to perform tasks assigned by supervisors and to assist others as needed
- **Knowledge / Skills Required**
- Basic Computer Skills
  - Excellent Telephone Skills and Etiquette
  - Good Communication Skills
  - Credit card handling experience preferred
  - Individuals holding valid CPR and First Aid certifications are strongly urged to apply and are highly regarded when employment selection is made
- **Wage** \$7.25/hour
- **General Schedule**
- This position will be scheduled to work 2-4 hour shifts Monday – Thursday 6 a.m. – 10:30 p.m., Fridays 6 a.m. – 9:30 p.m., Saturdays 9:45 a.m. – 7 p.m., and Sundays 12:45 p.m. – 10:30 p.m.
  - Positions are available Fall, Spring and Summer semesters including semester and holiday breaks.
  - A minimum of 10 hours per week is expected.
  - Student staff are not permitted to work more than 19 hours/week.
- **Application Procedure**
- Submit an online application ([www.gcsu.edu/wellnessrec/job-opportunities](http://www.gcsu.edu/wellnessrec/job-opportunities))
  - Qualified applicants will be contacted to schedule an interview and audition