Member Services Staff

Business Services
Physical Education and Recreation

The University of Oregon and Department of Physical Education and Recreation, an AA/EO institution and department, strongly and actively strive to increase diversity within its community. Applications and interview questions will be developed from the information in this job description.

Position Summary: Promote and provide customer service to members and guests that inquire about and use the facility, programs, and services operated by the department. They verify access requirements/documents, review, and process in person and online locker sales, membership registration, non-credit PE Class registration, Intramural registration, fitness classes, and youth and family registration.

Major Duties:
• Greet members and guests as they enter and exit the facility and PE & REC Service Center
• Promote PE & REC memberships, programs and services by tabling at campus events and during recruitment efforts
• Verify access requirements/documents, review, and process in person and online locker sales, membership registrations, non-credit PE Class registration, Intramural registrations, fitness classes, and youth and family registrations and waivers
• Use of recreation management software and credit card machine to process transactions, as well as handling of cash operations
• Be responsible for all opening and closing duties, including the dropping and balancing of cash drawers in the PE & Rec Service Center
• Educate and communicate correct information to inquiring individuals in a timely manner in regards to all programs and services
• Answer questions by monitoring the PE & REC Service Center phone line and department email account during open desk hours
• Educate the members and/or guests and enforce policies and procedures of the facilities during initial signup
• Input Intramural scores into IM Leagues and print scoresheets
• Complete written reports/documents

Minor Duties:
• Assist members and guests in answering their questions about the Student Recreation Center and other related University events, and programs and provide directions to facility and campus locations
• Maintain a clean and neat work environment
• Conduct inventory of forms and communicate when necessary
• Complete administrative work for career staff, not limited to filing, data entry, and creating reports
• Other duties as assigned
Performance Expectations:

- Ability to express and retain information about PE & Rec programs, facilities, and services, in addition to membership policies and procedures demonstrated by a written test score of 80% or higher at the end of their probationary period
- Be able to locate and use resources for personal understanding of policies and procedures
- Be able to locate and use resources as a tool for communicating with patrons to facilitate understanding
- Communicate with a diverse population and facilitate an excellent user experience by providing exceptional customer service
- Show growth in problem solving skills by being able to correctly identify problems and central issues, sort and weight out consequences and alternatives, and respond appropriately to key people and issues
- Show growth in sales skills by practicing techniques and matching or exceeding previous sales numbers
- Follow all policies and procedures as outlined by the UO PE & Rec Employee Handbook
- Outstanding work performance record (attendance and punctuality)
- Successful completion of a probationary period after hiring

Eligibility Requirements:

- Current student enrolled in a minimum of 8 credits (UO Preferred)
- 6 months of customer service or sales experience
- Some knowledge of PE and Rec programs, facilities and services

Skill Requirements:

- Good communication and customer service skills
- Ability to troubleshoot problems and respond appropriately to issues
- Ability to guide and care for self and others specific to position responsibilities
- Ability to work well with people
- Demonstrated ability to respond to and manage emergency situations
- Ability to promote and sell

Experience Required:

- 6 months of customer service or sales experience
- Knowledge of computers, telephones, copy machines, and customer service
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Certification Requirements:
• Current Adult CPR, AED and Standard First Aid from nationally accredited institution or ability to obtain within 30 days of employment

Working Conditions:
• Position is contingent on a per term basis depending on department demand and schedule availability  
• Potential contact with bio-hazardous materials  
• Long periods of sitting and standing  
• Maximum hours allowed per week are 25  
• Work shifts include morning, afternoon, evening and weekend hours  
• Some required holiday hours

Compensation:
$9.75-10.25/hour

Evaluation Process:
• Once during training and then periodically throughout the year.

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