Position Description

**JOB TITLE:** Membership Assistant

**DATE REVISED:** April 30, 2013

**CLASSIFICATION:** Part Time

**DEPARTMENT:** Campus Recreation

**REPORTS TO:** Coordinator of Membership and Personnel

**PAY RATE:** $8.00

**Essential Responsibilities**
Responsible for answering telephones, sell and cancel memberships, answer membership related requests, and sell personal training or massage packages.

**Specific Responsibilities**
- Sell all types of membership and guest passes through CSI software
- Sell Pro Shop and PowerZone product
- Sell personal training and massage packages
- Enroll patrons in all programs such as camps, classes, and other activities
- Answer membership telephone and email and all questions
- Assemble mailers
- Scan and shred membership documents
- Other duties as assigned

**Minimum Requirements**
Degree seeking student at UAB. Leadership and supervisory abilities. Ability to work independently. Knowledge of standard practices in recreational sports. Ability to thrive in an environment that values high expectations, accountability, and balanced lifestyles.

**Human Relations**
Internal contacts include staff at all levels. External contacts include external customers. Contact involves troubleshooting, informing, exchanging information, negotiating, making recommendations, and giving information or instructions.

**Competencies**
[The competencies listed below are representative of the knowledge, skills, and/or abilities required to perform each essential function.]

**Technical Competencies**
- Basic computer competency

**Professional Competencies**
- Ability to handle customer service issues.
- Ability to communicate effectively with patrons and professional staff.
- Ability to multitask.
Work Environment and Physical Demands

(The demands marked below are representative of those that will be required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please indicate below where reasonable accommodation may be needed.)

Work Environment

- Several hours sitting at a desk
- Moderate to loud noise

Physical Demands

- Event set up requiring lifting exceeding 30lbs
- Eye-hand coordination (keyboard typing)
- Hearing and talking
- Extended periods of reading fine print

Employee Acknowledgement

By signing below I acknowledge that I have read and understand the purpose, essential responsibilities, minimum requirements, competencies, work environment, equipment, and physical demands required of my job as described above. Further, I acknowledge that if, because of a disability, I need an accommodation in order to perform the essential functions of my job, I will notify the human resources department, who will work with me to determine what, if any, reasonable and effective accommodation can be made.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. I understand that this is not an exhaustive list of all duties and responsibilities, and that Centers reserves the right to amend and/or change responsibilities to meet business and organizational needs.

__________________________  __________________________
Employee                                               Date