

Membership Attendant

JOB DESCRIPTION

POSITION SUMMARY

Responsible for answering all questions related to all UAB University Recreation memberships, programs, and services in person or over the telephone, or via email. In addition, the Membership Attendants are responsible for selling, freezing, and canceling memberships, services, and enrolling patrons into UAB University Recreation programs.

RESPONSIBILITIES

- Sell all types of membership and guest passes through CSI software
- Sell ProShop and PowerZone products
- Sell services such as 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
- Reconcile cash drawers at end of each Supervisor shift and maintain change in cash drawers
- Reviewing new memberships and other membership related documents on a daily basis to ensure no mistakes and member accounts are properly set up
- Assist in maintenance of member management, CSI, and Intranet
- Scan and shred membership documents
- Attend all staff trainings and meetings
- Communicate effectively with the Coordinator of Membership and Guest Services and Graduate Assistant of Membership and Guest Services through phone, email, or in person
- Other duties as assigned

ACQUIRED SKILLS

As a result of working as the Membership Attendant, the student employee will have the opportunity to acquire and to improve communication, time management, attention to detail, conflict resolution, adaptability, and customer service skills.

STUDENT LEARNING OUTCOMES

- As a result of working for University Recreation, student employees will develop a sense of community by building relationships through effective communication and teamwork to foster resiliency.
- As a result of working for University Recreation, student employees will be able to demonstrate decision making and problem solving skills acquired through trainings, experiences, and evaluations.
- As a result of working for University Recreation, student employees will be able to demonstrate professionalism by holding themselves and their coworkers accountable.
- As a result of working for University Recreation, student employees will be given opportunities for professional development to prepare them for future career.

JOB REQUIREMENTS

QUALIFICATIONS

[The requirements listed below are representative of the minimum education and/or hands-on experience necessary to perform each essential responsibility.]

- Degree seeking student at UAB
- Background check by UAB must be passed
- Must obtain basic American Red Cross First aid, CPR, and AED certification prior to working. Certification may be obtained through UAB University Recreation or outside organization
- 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

REQUIRED SKILLS

[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

Physical Demands

- Repetitive wrist, hand, or finger movement (while operating computer equipment)
- Occasional bending, stooping
- Eye-hand coordination (keyboard typing)
- Hearing and talking
- Extended periods of reading fine print