

Membership Student Assistant

JOB DESCRIPTION

POSITION SUMMARY

The position of the Membership Student Assistant will assist with the overall operation of the Welcome Desk, while reporting directly to the Graduate Assistant of Membership and Guest Services. The Membership Assistant will assist with the maintenance and accuracy of membership reports and related documents, as well as ensuring that membership accounts have been properly set up through the CSI Spectrum software. In addition, the Membership Student Assistant will assist with the management and inventory of the Pro Shop and Powerzone items, membership paperwork and reports, as well as assisting in locker oversight.

RESPONSIBILITIES

- Assist with supervising each aspect of the PowerZone/ProShop inventory.
- Assist with member management through CSI Spectrum software.
- Enforce policies and procedures for the Recreation Center and natatorium (court rules, facility space priorities, facility access, membership rules, etc.)
- Assist with locker renewals, clean out and recombination process.
- Responsible for monthly Membership reports including but not limited to Reversed Credit Card Reports, Aged Receivables Balances etc.
- Assist in calling, emailing and communicating with members and students.

Administrative Duties:

- Responsible for answering emails and phone calls efficiently and promptly.
- Responsible for scanning, shredding and copying multiple documents.

ACQUIRED SKILLS

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

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
- At least 1 year of previous experience in an Administrative position
- Must obtain basic, up to date 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