



OCTOBER 1, 2021

MEMBERSHIP ATTENDANT

MANUAL

UNIVERSITY OF ALABAMA AT BIRMINGHAM
Department of University Recreation

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Dear Membership Staff,

We are extremely excited to have you as a member of our team! Teamwork is a large part of who we are, and we look forward to bringing you on board!

UAB and the UAB Campus Recreation Department operate in an ever-changing environment. We constantly strive to deliver the best programs and services to meet the needs and wants of the UAB student body, faculty and staff, and the entire UAB community with the highest quality of customer service. Over the past few years, we have implemented several changes to the Membership policies and procedures to make the UAB Campus Recreation experience better and we will keep on pushing the boundaries further and further to make sure we exceed the expectations of members.

Every time you come to work, remember that every single interaction with our members, regardless of the extent, matters! It could be something as simple as a smile as they walk into the facility or something as frustrating as a 30-minute long conversation complaining about parking. Everyone has their own story and we never know what they are personally dealing with. So please, use this as an opportunity to make a positive impact!

I hope you have an exciting and rewarding learning experience working with the UAB Campus Recreation Department and develop skills and knowledge that you will take with you anywhere you want to go after you graduate.

Remember, my door is always open. Please do not hesitate to come and talk to me about anything.

Sincerely,

Mallori Edginton
Coordinator of Membership and Guest Services



Position Overview

Essential Responsibilities of Membership Staff

Responsible for daily operations of the Membership Services Desk by: answering telephones, selling and processing memberships, answering membership related questions, and selling UAB University Rec programs and services.

Specific Responsibilities of Membership Attendant*

- Sell and process all types of memberships, understanding the importance and difference of each specific membership
- Sell and process all programs and services from the Membership Desk area
- Answer membership telephone
- File memberships
- Collect cancel and/or freeze forms
- Conduct opening and closing duties including inventories
- Responsible for scanning, shredding, and organizing all related membership documents
- Review all Membership documents
- Responsible for answering and following up with voicemails
- Ensure all emails are being answered
- Calling EMS during any emergency situation
- Other duties as assigned

*Job Description included in the appendices

Other Expectations

The Membership Service Attendant should at no time have their cell phone out on the desk. Texting during your shift is unacceptable. If you need to make an emergency phone call, step into the lobby next to PowerZone. The Membership Service Staff should remain up to date on any changing Rec Center policies or membership information. If you do not know the answer to a question, ask someone around you or a Facility Supervisor, transfer the phone call, or email someone who should know the answer. Do your absolute best to not give out information that may not be correct. This applies to members' accounts as well. If a patron comes in with an issue on their account that you do not understand, or if you are setting up an account and are unsure of what you are doing, ask for help. Setting up an account incorrectly can cause problems down the line. It can deflate or inflate membership numbers.

Evaluation

All Membership Staff will be required to sign-up for a semester evaluation prior to the conclusion of each semester employed. The evaluation will cover notable strengths, weaknesses, potential promotions, and growth in the department.

Employment

To be considered for employment in the Membership area, staff must be current UAB students. Non-student employees will be given one semester after graduation to continue employment, pending good evaluation.

Position requirements

All student staff employed with the Department of University Recreation must obtain CPR/FA/AED training prior to being placed on the schedule. It is the responsibility of the staff member to keep certifications current. Campus Recreation will conduct regular CPR/FA/AED classes for \$35 to staff. Staff unable to commit to an in-house training will be required to obtain the certification at-cost with no financial reimbursement from Campus Recreation. In addition, the Membership Staff will need to pass the following online trainings such as:

- Bloodborne Pathogens Course
- Protection of Child Training
- Security Training – PCI Security Compliance
- Disability Support Services
- All other trainings assigned via new hire paperwork

In addition, all student staff employed with the Department of University Recreation must go through the New Employee Orientation and initial departmental training.

Upon completion of the New Employee Orientation and the initial departmental training, every new Membership Attendant will complete 6 shadow shifts (2 opening, 2 mid-day/busy, and 2 closing shifts).

After the shadow shifts are completed, the Membership Attendant will then complete a training audit with the Coordinator of Membership to evaluate the readiness of the Membership Attendant.

The Coordinator of Membership and Guest Services will handle scheduling, evaluation, and discipline. If the Coordinator of Membership and Guest Services is unavailable, the Assistant Director of Operations can help as well.

Pay

Pay Rate

Membership Attendants are paid \$8.00 per hour. Students will be eligible for a raise after each calendar year pending evaluation and performance. Raises are contingent upon disciplinary history and employee evaluations. The Coordinator of Membership and Guest Services will decide upon raises.

Payment

All Campus Recreation student staff are paid directly through the University of Alabama at Birmingham Oracle payroll system. Students are paid on a bi-weekly basis, with hours being pulled directly from CAMPUS KRONOS (Students with Primary Assignment at Campus Rec) or the clock-in report in CSI (Students with Secondary Assignment at Campus Recreation).

Students failing to clock-in/out may be penalized payment for shiftwork until the following pay period.

Students found falsifying payroll, in anyway, will be terminated immediately.

Membership Attendants are only allowed to clock in 10 minutes before the scheduled shift and must be clocked out no later than 15 minutes after their shift is over. If for any reason a student comes in early and stays late, they must explain why by communicating via email with the Coordinator of Membership

and Guest Services immediately after that shift. Failure to explain the reason for clocking in early or clocking out late will result in the time being edited to match the scheduled shift time only.

Scheduling

SubItUp is the scheduling program UAB University Recreation uses for all areas. Each employee has their own login for the online system. Usernames are the student's UAB issued e-mail address and each person creates their own password. All Membership Staff are required to use and maintain an active account through Sub It Up. Before each semester, the Coordinator of Membership and Guest Services will request everyone's availability. Based on the staff's availability, the schedule will be published on SubItUp. Students will be able to view their schedule and drop/add/switch shifts. When an employee in your area needs help working a shift, you will receive an e-mail letting you know there is a shift up for grabs. You can then open up SubItUp and pick up the shift if you want.

Membership Staff must find subs for fall break, Thanksgiving, and spring break if they do not plan on working.

Subbing

Once the schedule is set, it will only be changed for class conflicts; otherwise, staff may use the sub/trade process to receive a shift off. Staff members are responsible to work all scheduled shifts. If an employee, wishes not to work a shift, a qualified sub must be secured through Sub It Up. Dropping a shift in Sub It Up does NOT guarantee that the employee will get the shift off. If an employee drops a shifts and the shift does not get picked up, it is still that employee responsibility to work the shift. If an employee picks up a shift and it gets approved but then wishes not to work, it is their responsibility to find another sub.

Meetings and Trainings

The Membership staff are required to attend all scheduled staff meetings. This includes staff and departmental meetings, orientation, training, staff development sessions, and performance evaluations.

Excused or unexcused, if a meeting is missed, the employee is responsible for obtaining all information that was presented and discussed.

The employee must also schedule a meeting with the Coordinator of Membership and Guest Services to discuss meeting items.

To obtain an excused absence an employee must 1) present evidence of a scheduled conflict (final, test date, court appearance, etc.) 2) notify the Coordinator of Membership and Guest Services of a sudden family crisis or emergency in a timely manner, 3) know that integrity and honesty are crucial in an employee supervisor relationship.

Communication

The Membership Services staff will be given sufficient notice to changes as promptly as possible. Updates will come in the form of e-mails, GroupMe posts, Trello posts and memos the Membership Desk. In some situations, the Coordinator of Membership and Guest Services or the Assistant Director of Operations, may call or text message staff in urgent situations.

It is the responsibility of each staff member to check e-mails daily and Trello postings at the beginning of each shift. Staff members will be held accountable for reading e-mails and Trello posts as well as for updating phone numbers and e-mail addresses on their SubItUp accounts.

It is highly recommended that the Membership Attendants put the phone numbers of each Facility Supervisor and Welcome Desk employee, and the Coordinator of Membership and Guest Services, in their personal cell phones. In case of an emergency, it is the student’s responsibility to find shift coverage and notify the Facility Supervisor of any issues.

Department Phone Numbers

Welcome Desk – Customer Service	205.934.8224
Welcome Desk – Membership Services	205.996.5038
Mallori Edginton – Coordinator of Membership and Guest Services	205.996.4887
Kaitlyn Freeman – Assistant Director of Operations	205.996.4938
Seneca Wilson – Associate Director of Facilities and Guest Services	205.996.4886

Blazer Radio Call Numbers:

Campus Recreation utilizes Motorola CP150/200 two way radios for all internal communication. At the start of each shift, the Facility Supervisor conducts a radio check to ensure all radios are functioning and all staff are present. The following are the assigned numbers to each staff member:

Blazer 1	Facility Supervisor
Blazer 2	Membership Service Attendant
Blazer 3	Operations Attendant – Stationed at the Customer Services Desk
Blazer 4	Camps
Blazer 5	Operations Attendant – Stationed in the Fitness Center
Blazer 6	Operations Attendant – Facility Rounds
Blazer 8	Aquatics
Blazer 9	Climbing Wall
Blazer 10	Outdoor Pursuits
Blazer 12	Competitive Sports

Uniform

The employee dress code is in place to enhance the level of professionalism throughout the department, add consistency, and to make our staff members easily recognizable to all patrons and participants. Membership Attendants are required to present the Department of University Recreation in a positive manner at all times. When on shift, Membership Service Attendants should be dressed in the following:

- Black "STAFF" shirt issued through UAB University Recreation
- Issued name tag
- Khaki or black business casual pants or non-athletic shorts worn at waist level
- No tears or holes
- Shorts must be an appropriate length
- Held up by a belt, if needed
- Closed-toe flat shoes
- Two-way radio

During cold weather, staff members may either wear long sleeves under their staff shirt or purchase a CRCT fleece jacket from the Pro Shop for \$21.80.

Discipline

All Membership Services Staff have access to the Membership Staff Expectation document where the discipline and termination procedures are available in detail. For information on the discipline and termination, procedures please see your Employee Manual: Staff Expectations.

Staff Benefits

All UAB Campus Recreation staff get 2 guest passes each month at no cost. If you would like to bring in a guest using one of your guest passes, please come to the Membership Services and they will assist you. Note that all other guest policies apply (you must be in the facility with the guest; they must present their governmental issued photo id, etc.) All UAB Campus Recreation staff also receive 5 F45 passes at the beginning of their employment.

Membership Position Related UAB University Recreation Policies and Procedures

Parking (for Members and Guests)

The 16th Avenue Deck is also available in the evening and weekend hours at no cost.

UAB Campus Recreation Mobile App

UAB Campus Recreation offers a free mobile app to its members. With the mobile app, members are able to:

1. Get their access scan code, in case they forget their ID
2. Edit their contact and payment information
3. View our most up-to-date UFit schedule
4. Purchase F45 Passes
5. Enroll into F45 classes

6. Register for our programs and services
7. Reserve Racquetball Courts

Please note that they will have to login with their Spectrum OLS credentials, which are different from Blazer ID. The OLS credentials can be sent via email from Membership Services

UAB UREC Member Rewards Program

How does it work?

UAB UREC Member Rewards Program integrates directly with the UAB Campus Recreation system so each time member swipes into the facility, refers a friend, or shares their love for Campus Recreation on social media, they will automatically earn points. Once they earn enough points, they can easily redeem those points for gift cards, discounts, free programs and services, and much more.

How do Members get started?

They should automatically receive an opt-in email from our UAB UREC Member Rewards Program after coming into the UAB University Recreation Center for the first time. Once they enroll into the program, they will start earning points right away!

Here are a few examples of how to earn points:

- Get 50 points just for signing up!
- Refer a Friend (see instructions below)
- Rave about us on Facebook or Twitter (see instruction below)
- UAB Campus Recreation Center Check-In

Depending on the month and rotation, here are a few examples of what Members can redeem their points for:

- Guest Pass discounts
- ProShop/PowerZone discounts
- Locker discounts
- Massage discounts
- Etc.

Services and Programs

All services/programs are either sold through POS or Program Registration. Services, such as Personal Training, Massage Therapy, and Health Assessment, will be sold through POS. Once POS is open, you'll click on the button with the appropriate heading and choose the correct item from the list. Any program that has a limited number of participants will be sold through Program Registration. You will have to enroll the patron in the program, then take the payment. When you take the payment, it will then automatically pull up POS.

Outdoor Pursuits / Rental Center

Trip Series

Outdoor Pursuits organizes several outdoor trips as part of the Trip Series. Faculty/staff, students, and community members are invited to join scheduled trips all over the country. Trips include kayaking, skiing, white water rafting, hiking, camping and more. All prices include equipment and transportation.

Equipment Rental

From the Outdoor Pursuits / Rental Center office, UAB University Recreation rents equipment. Camping gear, canoes, kayaks, and more are available.

Current Trip Series schedule, the equipment list and prices, and the Operating Hours of the Outdoor Pursuits Rental Center can be found on the UAB University Recreation Website.

Climbing Wall

Climbers of all ages can enjoy the three-story, natural look rock climbing wall. A waiver is signed at the wall and they'll give climbers shoes to wear. Climbers can climb without a harness, but only up to the neon orange line on the wall. Chalk balls can be purchased at the Pro Shop.

Aquatics

UAB Swim School (AKA Group Swim Lessons)

UAB Rec Swim School is an American Red Cross based curriculum designed for individuals aged 6 months to adult. Correct swimming techniques are taught from the beginning, providing an easy transition to swim team or lifetime fitness swimming. Participants new to the program will begin with an assessment of basic skills to determine their comfort and current swimming abilities and then placed into an appropriate level group. The classes offered are as follows:

- Swim Babies– for ages 6 months to 23 months
- Parent and Tot – for ages 2-3 years
- Preschool 1,2, & 3 – for ages 3-4 years
- Swim School 1, 2, & 3 – for ages 5-13
- Swim School 4, 5, & 6 – for ages 5-13
- Adult Basics – for adults with little to no experience in the water
- Adult Stoke – for adults who have experience in the water and need to develop strokes
- Adult Swim – for adults competent in freestyle with knowledge of other strokes

Semi-Private and Private Lessons

Designed for individuals of any age that want to learn to swim in an individual setting. Participants interested in the Semi-Private lessons must be on the same swimming level.

Camps

Day Camps / Week Camps

Day Camps are run during the school year, (Sept – May, generally) and fall on school holidays. Day Camps include carefully supervised activities such as rock climbing, team building, and games. Prices

during normal operation include \$40 for UAB affiliates, \$50 for non-affiliates, and 5% off for each additional sibling. Before & after care is \$5 for each individual on each day.

Week Camps are offered during Fall Break, Winter Break, and Spring Break. Full week pricing includes \$155 for UAB affiliates, \$185 for non-affiliates.

Summer Camps

We offer 11 consecutive weeks of diverse programming with the option of before or after care. Children will have the opportunity to explore active sports, creative crafts, different cultures, and more. With the help of our amazing staff, each child will get to experience everything the Rec Center and UAB has to offer.

Summer Camps week pricing during normal operation include \$155 for UAB affiliates, \$185 for non-affiliates. Before & After care is \$5 each. UAB Campus Recreation does not offer daily Summer Camp options.

Competitive Sports

Intramurals

All UAB students, staff, and faculty are eligible to participate in intramural sports. Faculty and Staff must adhere to the specific entrance policies if they are not campus recreation facility members. Individuals in any team league must have their campus card in possession to be eligible to participate. UAB University Recreation runs intramurals each semester and a few sports/tournaments during the summer. Examples include flag football, indoor soccer, softball, and volleyball.

Club Sports

A club sport is a registered student organization that may provide a program of instruction, recreation or competition in a specific sport or activity. Club Sports vary in size and instruction to meet the needs and interests of students, faculty, and staff. Each club establishes its own organizational structure, leadership, and performance level. We currently have over 22 club sport teams. Examples include tennis, lacrosse, ultimate frisbee, badminton, rugby, fishing, and ice hockey.

Fitness & Wellness Services

Ufit Classes

Ufit classes include our basic group exercise classes. All UFit classes are scheduled on a semester basis, based on the availability of the instructor. There is a schedule put out each semester that can be found online. In addition, the most up-to-date UFit schedule can be accessed in our UAB Campus Recreation Mobile App. We recommend turning on the notifications as we push last minute schedule changes and cancellations through the Mobile App notifications.

F45

F45 is a high-intensity interval training that takes place in the Studio 3. F45 is scheduled on semester basis, based on the availability of the instructor. The schedule can be found online and on the mobile app (mobile app is recommended).

F45 requires a pass to access the class. F45 passes can be purchased as a single, 5 passes, 10 passes, 25 passes, and unlimited at the membership services desk or via the Mobile App. Prices vary depending if one is a student or a member. Unlimited passes expire at the end of the semester. All other F45 passes expire on year from date purchased.

Once member purchases F45 passes, they MUST enroll into the class via the Mobile App.

F45 Packages and Pricing	Student	Member	Non-Member
Single Sessions	\$8	\$10	\$20 (Includes a guest pass)
5 Sessions	\$30	\$40	-
10 Sessions	\$50	\$70	-
25 Sessions	\$100	\$150	-
Unlimited (per semester)	\$110	\$160	-

Personal Training

Our Coordinator of Fitness and Wellbeing, places patrons with a trainer. There is a Health History Questionnaire and a PT request form that must be turned in to Coordinator of Fitness and Wellbeing's mailbox. They will then contact the interested party to place them with a trainer.

Payment for Personal training sessions is process during patron's first session. Payment should not be collected until their first session, so we can ensure that they have been placed with a trainer.

All training rates are as follows:

Personal Training Packages and Pricing	Student	Member	Non-Member
Single Sessions/Individual	\$30	\$50	\$65
3 Sessions/Individual	\$72	\$105	\$145
6 Sessions/Individual	\$145	\$200	\$275
12 Sessions/Individual	\$285	\$300	\$450
Single Session/Team *	\$20/each	\$35/each	\$50/each
3 Sessions/Team	\$50/each	\$65/each	\$105/each
6 Session/Team	\$85/each	\$100/each	\$175/each
12 Sessions/Team	\$150/each	\$175/each	\$320/each

Body Composition Analysis

A service including height, weight, and body fat measurements.

Massage Therapy

UAB University Recreation offers several different session package options fit any need. Appointments are available for 30 to 60 minutes and are performed by our certified massage therapists.

Patrons need to fill out the Massage Intake Form and the Confidential Health History Form. Once both of the forms are fill out, they both must be turned into the Coordinator of Fitness and Wellbeing's mailbox. They will then contact the interested party and schedules the session with the client.

Clients must allow at least 48 hours to schedule a massage therapy session; scheduling a session within 48 hours may be possible but cannot be guaranteed.

The payment for Massage Therapy can be accepted once the Massage Intake and the Confidential Health History forms have been completed which can be found in the silver binder along with Personal Trainer request forms.

Athletic Trainer

Sara Buenman is the current Athletic Trainer. Her office is located in the bottom floor of Campus Recreation Center, office 170A across from the Men's Locker Room. She is a certified Athletic Trainer, who works with individuals performing physical tasks at all levels of physical activity. She strives to keep her clients healthy and safe while helping them to meet their individual goals. She mainly works with intramurals, club sports, students, cheer and dance teams.

Certifications

UAB offers a variety of American Red Cross certifications. Prices for each class varies and interested parties will be enrolled through Program Registration. They must pay during enrollment.

All certifications offered:

- American Red Cross Lifeguard Training
- American Red Cross Lifeguard Instructor Training
- Standard First Aid/CPR/AED/Adult & Child
- CPR/AED for the Professional Rescuer/Healthcare Provider
- American Red Cross Water Safety Instructor Training
- Wilderness First Responder
- Open Recertification for Wilderness First Responder

Area Policies and Procedures

Membership Fees

UAB Employee Membership

UAB Faculty and Staff are eligible for a membership with their employee ONE Card. We a month-to-month option for UAB Employees for \$35 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$357 for an entire year of membership.

Platinum Membership

UAB Faculty and Staff have the opportunity to take advantage of our Platinum Membership. The Platinum Membership consists of full access membership, a half locker, 2 guest passes each month, an initial health assessment, 5 F45 passes each month, and an equipment orientation.

This membership is offered for \$65 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$663 for an entire year of membership.

**Monthly guest passes and UFit passes do not carry over to the following month.*

Colleague Employee Membership

Anyone who works for one of our *Colleague* Organizations such as: Children's Hospital, VA, Sodexo, Capstone, Groome Transportation, Cooper Green, Horizons, Southern Research Institute, and Pyramid can join the Rec Center. We do not accept employees of other organizations. They must come from this list. The rate for their membership is \$40 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$408 for an entire year of membership.

All Colleague Individuals MUST show proof of employment at their organization. (Employee badge).

Non-Prime Membership

UAB Faculty and Staff and Colleague Employees are eligible for the Non-Prime Membership. Both cost \$22/month and don't require long term agreement.

This membership has a few drawbacks. It can't have sub members (not eligible to have a household nor minor) and has limited hours access.

The Non-Prime Membership can only access the facility during the following times: Monday – Friday: 5 AM – 3 PM, as well as unlimited on weekends.

7 Day Free Trial

All UAB and Colleague Employees qualify to try out our facilities, programs, and services for seven consecutive days for free.

UAB Alumni

Recent Alumni

A UAB Alumni is considered a "Recent Alum" for up to 12 months after their graduation date. The Recent Alumni rate is \$30 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$306 for an entire year of membership.

Their alumni association card (or other confirmation that they are a member of the alumni association) must be presented when they start their membership. Make a note of what semester they graduated in the "notes" in CSI as a reference to how long they receive the discounted recent alumni rate.

Alumni (regular)

Alumni who no longer qualify, as recent alumni are eligible to join with the Alumni rate of \$45 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$459 for an entire year of membership.

Alumni members are also required to show membership with the alumni association in order to purchase a membership or a proof of graduation.

Household Members (Considered as a Sub-Member)

An individual who lives at the same residence of an active Rec center member is eligible for a household membership. Upon initially signing up, the primary member must bring with them something with their address on it and the person wanting to become a household member must also bring something with their address on it to show proof of residence. The rate for a household member is \$25 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$255 for an entire year of membership.

Minor Members (Considered as a Sub-Member)

We offer a minor membership for members who are ages 5-18. Once the minor turns 19, they must change their membership type to a household member. Children under the age of 5 are not required to pay for entry to the Rec Center. Minor membership rates are \$12 per month, or they can purchase a year of membership in FULL to receive a 15% discount, making the total \$122.40 for an entire year of membership.

Students Temporarily not enrolled

When students are not enrolled for a semester, whether it is spring, summer, or fall, they can pay the semester rate to access the Recreation Center during the time they are not enrolled. UAB University Recreation offers an Off Semester membership for \$80/semester; \$40/month; or \$20/2 weeks. Off semester students must show proof that, they were enrolled in the previous semester as well as they are enrolled for the following semester. This can be done by having them pull up their schedule, transcript, etc on Blazernet.

Visiting Students

Visiting students should have their name on the list of visiting students that is on the online Trello board with the title Visiting Students on it. If they are not on the list, have them get their supervisor or director of their program of study to write a letter or email the Coordinator of Membership and Guest Services stating who the student is, what they are studying, which department and how long they will be at UAB. Once we have that documentation, they can pay \$40 per month for access. Fill out a temporary pass for them to present to the front desk until they receive their ONEcard. The only exception to these fees would be if the Coordinator of Membership lets you know that there is a special fee that a person or group should be charged. Check Trello for the group rosters and for directions.

Guest fee

The guest fee is \$10/day. Members can bring up to 3 guests with them at a time. The member needs to be present inside of the Campus Recreation Center with the guests at all times. The guest fee is good for one day. If the patron and guest leave and re-enter later that day, they will not have to pay again. The guest fee can be paid at the Membership Services Desk. Guests must present their government issued ID. UAB employees who do not have an active membership can also pay the \$10 guest fee to use the Rec Center for the day and sponsor themselves in. We also offer 5 guest passes for \$40.

Membership Computers, CSI, and Membership Email Communication

All computers used by Membership Services staff use the password “shapeup.” The Coordinator of Membership will give you your CSI capabilities. You will use your own login and password for the Membership computers. Membership and clock-in computers sign-in to CSI using the following:

- Username: csiuser
- Password: shapeup or 5h@peupcrc1234!

As a way for all staff members to communicate with one another, we use the Trello UAB Membership Board, as well as the GroupMe. The Trello UAB Membership Board is where we leave messages/comments about changes at UAB University Rec. You are required to log into Trello at the beginning of the day and check the board throughout your shift.

As a part of the responsibilities you are given, the RecMember e-mail is to be checked throughout your shift. The RecMember e-mail uses the following log-in:

- Username: UAB/SASS-RecMember
- Password: RecreMem07

Documents attached to e-mails, such as cancellations, should be printed and reviewed as usual. A confirmation should be sent to the patron that we have received their document. There is a proper way to send an e-mail. Please make sure you understand and follow these guidelines:

- The subject is very important. It should always read “UAB University Recreation: Membership Services - ???” The question marks (???) should be the reason for the e-mail, such as “Membership Cancellation”
- Always address the recipient as “Mr. /Ms. Last Name.”
 - When sending a bulk e-mail, in which all recipients are blind carbon copied (BCC), you may address the recipient as “Dear UAB University Recreation Member.”
- The body of the message should only contain pertinent information. You don’t want to write a book because most people will miss the important things in the mass amount of reading.
- There is a signature attached to our e-mail. Make sure this signature shows.
- When the e-mail is being sent to a professional staff member, make sure you include your name in the salutation so that they know whom to contact with any questions/concerns.

Here is a sample email:

Ms. Sims,

Thank you for submitting your cancellation form. Please note that we have received your cancellation form for your household member’s agreement, and we have begun processing this request. You will receive an e-mail confirming the termination of your household member’s membership.

If there is anything else we can assist you with, please feel free to contact us at 205.996.5038.

Sincerely,

Mallori

Lost and Found

The UAB Campus Recreation Center is not responsible for any items lost or stolen. Many items are left behind at the Campus Recreation Center. It might happen that during your shift, members will call and ask if we have their lost items. In that situation, please write down the description of the item, put the member on hold, go over to the Customer Service Desk, and look for the item. If we have the item, please make sure you clearly state that **we have an item that matches the description. Do not say, we have the item. The key word is item of that description.**

Membership Documents

Membership Agreement

The membership agreement is the form that all members must complete in order to purchase a membership. A primary member would be a UAB Employee (Platinum member), Colleague, Student, Recent Alumni, Alumni, or Retiree member. A secondary member would be a Household member (individual). A minor is anyone between the ages of 5 and 18 years old. We offer month-to-month memberships, as well as paid in FULL memberships with a 15% discount. For monthly payments the patron is allowed to place a credit/debit card on file for monthly deductions if they prefer the convenience. However, if they choose to do so, a Debit/Credit Authorization Form MUST be filled out.

Included in the Membership Agreement is the Clause form. This form lists clauses that must be signed upon in order to have a membership at the UAB CRCT. Both the agreement and clause form must be signed and dated by the primary and secondary members.

Household members must present proof of the same address as the main member. For example, the household members can show their Driver's Licenses or a mail with the same address.

Minor Policy and Regulation Form

The Minor Policy and Regulations form is for parents/ guardians of minors. We have them read and sign this form to verify they understand where children can and cannot go within the facility, and whether or not the parent/guardian must be with the child.

Credit/Debit Card Authorization Form

Members can pay monthly via their credit/debit card for their membership dues if they choose to do so, but this is not required. If they choose to do so, those members are required to fill out the Credit Card form. Members having multiple memberships on one account can only have one credit/debit card on file. Any membership that is drafted monthly will continue to be drafted monthly following the agreement term until a cancellation form is submitted. There are no fees associated with cancelling.

Cancellation Process and Cancellation Form

In order to end a membership that has been continually drafted via credit/debit card, a cancellation form must be submitted. The form can be found at the membership desk entitled "Credit Card Stop Form." Please note Memberships are non-refundable and non-prorated. There are very few exceptions to this rule. These include loss of job, death, sudden illness, and moving 50 miles or more from CRCT (documentation required).

Before the member leaves The Membership Services desk after submitting their form, a Cancellation Process Form needs to be filled out (Appendix C). This form goes through the important information of

the account. You are to fill out the information using the member's account, specifically. You will need to locate the member's account number, start date so that you can calculate the member's contract end date. You will take notice of any balance/ credit on the account. **If there is a balance that must be paid, you must collect the funds before being able to process the cancellation.** If the cancellation form was e-mailed or faxed to us, you will need to send an e-mail back stating the receipt of the form and you will let them know whether they owe any balances. In addition, you will need to follow the step-by-step directions on the Cancellation Process Form.

Freeze Forms

Freeze forms are filled out/turned in when a member is going to be away for a period and will not be using their membership. We allow members to freeze their account for a minimum of one month and a maximum of six months. If the member is paying monthly via credit/debit card their payments will be stopped during the time the first of the month in which they selected to freeze. If the member has paid for their membership in full, we will extend the expiration date the amount of months they wish to freeze.

Guest Waiver Form

The Waiver Form must be filled out for each guest upon entering the facility.

If a guest is a minor, the Consent and Release on the behalf of the Minor(s) clause must be filled out for each guest child entering the facility. All birthday parties, rentals, etc. must have child waivers filled out for each guest. This form relieves the UAB CRCT from all liability.

The Waiver Forms are located in electronic form in CSI and they will pop up when a guest is paying for his/her guest pass. We also have the same Waiver Forms located on paper format at Membership.

Member Account Set-Up

Initials Steps

UAB Employees (NonPrime, Platinum, Recent Alumni, Retiree or other members with already created accounts)

The first thing you want to do when a member is purchasing membership is to search their name (or Blazer ID/One Card Scan Code). All past and present employees should be already in CSI. If the member has an account, you will start with:

1. Setting their membership type to their desired membership indicated on the Membership Agreement. For example: UAB Employee, Colleague, etc.
2. Change their status to Active. (Most likely it was inactive, expired, or cancelled)
3. Edit their "Join Date" to the date they have brought/scanned in the Membership Agreement.
4. Fill out the rest of the member account with their contact information provided in the Membership Agreement.
5. If they are adding any sub members (Household or Minor)
 - a. Click on the Related Accounts Tab
 - b. On the top of the screen click on Add Sub-member
 - c. Follow the Wizard. Update all of the information from the Membership Agreement.
 - d. Remember to scan one of the KeyFobs under the Scan Code. Member will use this to access the facility.

6. Make sure you take pictures of all of the members
7. Depending on the form of payment:
 - a. Paid in full: Make sure you set the expiration date to exactly one year after purchase.
 - b. Paying Month to Month: Make sure you set the expiration date to exactly one month after purchase.
 - c. Paying first Month and then placing a card on file for convenience:
 - i. Click on the Draft Tab to see if Member has a Card on file
 - ii. If they do not, give them the half sheet with directions on how to add a card on file.
 - iii. On the top of the screen, click Actions-> A/R Repetitive Entry. Set the appropriate Repetitives for monthly billing
 - iv. Inform the member that University Recreation processes billing between 2nd and 5th of each month and memberships are non-refundable and non-prorated.
8. Once the Member account is set up, Save all of the updates and pull up POS
9. In POS, pull up the Main Members account and process the initial payment for membership and KeyFobs (if Necessary)

Note: In extreme cases, there are UAB employees who are not in the system. They must have One Cards! You need to make sure you use their Blazer as their Account Number and use their One Card to scan under the Scan Code. The rest of the information you would fill out from the Membership Agreement.

Platinum Membership – Set Up (Requires Special Attention)

Remember, Platinum membership includes the following, 2 guest passes/each month, 5 F45 passes each month, and the half locker.

Setting up the Platinum Membership requires few extra steps and to make sure everything is setup correctly, don't forget to place the membership agreement into Henry's mailbox.

Since Platinum membership is only available to UAB employees, they should already be in the system. Make sure you follow the following setup process:

1. Pull up the Member's Account
2. Click on Membership Type and switch to "Platinum" and hit ok
3. If paid in full, set expiration date to one year from the day of purchase!
4. Fill out / update the contact info
5. if paid monthly with a card on file, we will need to add repetitives for monthly billing
6. In addition, you will need to set up reps for the 2 Guest Passes each month and for the 5 F45 passes each month – regardless of the payment (in full, credit card)
 - a. Hit Action -> A/R Repetitive -> Add new Repetitive
 - b. Type "PlatGP" and hit save
 - c. Again, hit Add New Repetitive
 - d. Type "PlatUFitF45" -> hit save
 - e. Exit out of the Add/Edit Repetitives window -> hit save
 - f. Now you will need to assign half locker by going hitting "Lockers" module -> Locker Assignment -> find an open half locker

- i. Right Click -> Select Assign Locker-> Scan the members One Card -> inside of the notes, write, "No expiration date due to Platinum Membership"
 - ii. Write down the Locker Combo and hit save
- g. Then you will have to finish by taking the initial payment via POS

Main Members who are not in the system (most likely: Alumni, Colleague, Visiting Students)

The first thing you want to do when a member is purchasing membership is to search their name (or Blazer ID/One Card Scan Code). Just to make sure. **They most likely aren't in the system but we want to make sure we do not create duplicate accounts.**

1. If you can't find them in the Member database-> click on the Add New on the top
2. Follow the Member Wizard, use the information from the Membership Agreement
3. If they are adding any sub members (Household or Minor)
 - a. Click on the Related Accounts Tab
 - b. On the top of the screen click on Add Sub-member
 - c. Follow the Wizard. Update all of the information from the Membership Agreement.
 - d. In the Member Wizard on the Account Info page, make sure you click on the Account # to generate their Account Number
 - e. For the Scan Code, remember to scan one of the Key Fobs under the Scan Code. Member will use this to access the facility.
4. Make sure you take pictures of all of the members
5. Depending on the form of payment:
 - a. Paid in full: Make sure you set the expiration date to exactly one year after purchase.
 - b. Paying Month to Month: Make sure you set the expiration date to exactly one month after purchase.
 - c. Paying first Month and then placing a card on file for convenience:
 - i. Click on the Draft Tab to see if Member has a Card on file
 - ii. If they do not, give them the half sheet with directions on how to add a card on file.
 - iii. On the top of the screen, click Actions-> A/R Repetitive Entry. Set the appropriate Repetitives for monthly billing
 - iv. Inform the member that University Recreation processes billing between 2nd and 5th of each month and memberships are non-refundable and non-prorated.
6. Once the Member account is set up, Save all of the updates and pull up POS
7. In POS, pull up the Main Members account and process the initial payment for membership and Key Fobs (if Necessary)

Key Fobs

We use the Key Fobs for members who can't have One Cards Issues from One Stop. Ultimately, Key Fobs are used by anyone who is not a student or a UAB Employee. All Students and UAB Employees MUST have UAB One Cards. Key Fobs are \$3 for the initial set up. If a key fob is lost, a replacement can be purchased for \$5.

Important things to members during the Set up/Sign up Process

Before the patron leaves Membership Services, double check to make sure all of the appropriate forms have been filled out and signed! For example, if member selects to place a Debit/Credit Card on file,

make sure the Credit Card Authorization form is filled out and signed. **If the main member is signing up a Minor member, make sure they have read and signed the Minor Policy Agreement!**

Issues with the set up

If for any reason, you realize that they missed something after they left; for example a signature is missing or they completely forgot to fill out one of the forms, you will need to set a check in message saying "Please see Membership" as well as you will need to add a Note to their account describing the issue. Once you complete it, make sure you put the Incomplete Membership Agreement into the "On Hold" Drawer by the Last Name of the Main Member.

Minor Members

Minors are not allowed to access the UAB Campus Recreation Center without their parents/guardians. When members sign their minor members up for membership, they sign the Minor Policy Agreement where this policy is clearly stated.

Our policy states:

Minor Definition: As defined by the Office of Campus Recreation, for the purpose of accessing the Campus Recreation Center, a minor is anyone 19 years of age or younger where a guardian and minor relationship exists. The maximum age for this relationship to exist for Campus Recreation Center membership purposes is 19 years of age, per Alabama State Law. Everyone is allowed in during all hours of operation.

Levels of Access:

1. Age 0-4

No membership required. Permitted into all areas of the Campus Recreation Center (except the Ufit studios and fitness area) with direct parent/guardian supervision. *

2. Age 5-15

Membership required. Permitted into all areas of the Campus Recreation Center (except the Ufit studios and fitness area) with direct parent/guardian supervision.

3. Age 16-19

Membership required. Permitted into all areas of the Campus Recreation Center with indirect parent/guardian supervision. **

****Direct supervision is defined as being in the same room no further than 20 feet apart.***

Parent/guardian MUST be actively participating in the same activity as the minor i.e. playing basketball together, playing racquetball together, swimming together, etc. This does not mean that the parent can be, for example, in a group exercise class while the minor sits along the wall and watches.

*****Indirect supervision is defined as: parent/legal guardian must be in the facility at the same time as the minor; however, both are not required to be in the same area.***

Membership Documents that must be placed into Mallori's Mailbox

- Cancellations Forms
- Freeze Forms
- Renewal/Activation Slips
- All Platinum Membership Agreements
- All Memberships with Referral names

Guest Accounts / Guest Passes

All active UAB University Recreation members can bring in up to 3 guest each day. Each guest pass is good for the rest of the day, meaning the guest may leave and re-enter the facility but must always be accompanied by the main member.

In order to process the guest pass transaction, the guest will have to present you with Photo ID, to confirm their identity.

Normal guest pass is \$10/day per each guest. We also offer a guest pass as one of the Member Rewards program perks.

Once the guest presented you with their ID, you would ask them if they were here before. If this is their first time, you will have to create them a guest account.

1. Hand out the guest registration form to the guest to gather their information
2. Open up the Guest Database and on the top click on Add New
3. Follow the Guest Account Wizard and fill out the necessary info by using the guest registration form
4. Make sure you take a picture and the guest account is completely filled out.
5. Finish the transaction in POS – step by step below under the POS directions.

POS (Point of Sale)

To open Point of Sale Module, click on “Start Point of Sale”. You will need to pull up the member by scanning their card or typing their name into the system. Once you pulled up the member’s account, you will select one or more of the Product Categories

POS Product Categories

Once you have accessed point of sale, you will see different categories to select from. The main category you will use is Membership Sales/Guest Passes.



Once you click on the Membership Sales button, a new window will pop up with all of our membership options.

Select the appropriate product and amount of the product. When you ring up everything, click on the Payment button.

Accepted forms of payment

UAB University Recreation accepts Visa, Discover, Master Card, American Express and BlazerBucks. We DO NOT accept cash or checks.

Credit/Debit Card payments

All POS payments via Credit/Debit card will need to be processed through the external debit/credit card terminal. Credit/Debit Card payment process:

1. Process the transaction in CSI and **STOP** at the “Form of Payment” window

Balances	
Current:	\$0.00
30 Days:	\$0.00
60 Days:	\$0.00
90 Days:	\$0.00
Total:	\$0.00
Credit Limit:	\$0.00
CTA:	NotAllowed

Payment Type	Payment Amount

Payment Options	
Delete	Comment
Reverse	Back
Finish	

Subtotal:	\$10.00
Sales Tax / Service:	\$0.00
Payment on Account:	\$0.00
Invoice Total:	\$10.00
Payment Total:	\$0.00
Amount Due:	\$10.00

2. Wake up the external terminal by tapping on the screen
3. Hit “Sale”
4. Then manually input the correct dollar amount into the terminal
 - a. For example: if the transaction is \$120 -> hit 1-2-0-0-0
5. Hit the Green Arrow button
6. Then either: Swipe, insert card with a chip, tap a contactless card/phone, or manually input the debit/credit card’s number
 - a. If it’s a **debit card**, you might have to hand over the terminal, the member will have to use PIN to complete the transition
 - b. If it’s a **credit card** sale, make sure the customer signs the receipt
 - c. If the payment is **over the phone**, you will need to manually enter the credit card number into the external terminal. Once you enter the card numbers in, the machine will prompt you with expiration date, the street address and the zip code associated with the card. Once the receipt is printed, write “Paid over the Phone” instead of the signature.
7. Once the transaction is approved on the external terminal, go back to CSI.
8. Based on the card type, select one of the buttons: “Disc MC Visa” or “AMEX”
9. Click on the Comment Button -> Write AC: and write the Approval Code that is on the Receipt, then initial.
10. Hit save
11. Click on the Finish Button

Blazer Bucks Payment

1. This process is very similar to the Debit/Credit card transaction process.
2. Process the transaction in CSI and stop at the "Form of Payment" window

The screenshot shows the CSI software interface. At the top, it says "POS, Workstation: Office Manager, Operator: Morgan Shipp". Below that is a menu bar with "File", "Edit", "Actions", and "Help". There are also buttons for "Find Member", "Clear Member", and "Logout".

The main area is divided into several sections:

- Member Information:** Includes fields for "Scan Code", "Last Name", and "First Name". Below these are fields for "Account No." (JKNEJFL), "Status" (Active), "Relationship" (Main), and "Level" (N/A). A photo of Jindrich Kneff is shown with the text "CRCT STAFF - CRCT STAFF" below it.
- Balances:** A table showing balances for "Current", "30 Days", "60 Days", and "90 Days", all at \$0.00. It also shows "Total" at \$0.00, "Credit Limit" at \$0.00, and "CTA" as "Not Allowed".
- Payment Type Selection:** A row of buttons for payment amounts: "\$1.00", "\$5.00", "\$10.00", "\$20.00", "\$50.00", "\$100.00", "CTA", and "XFer". Below this is a row of buttons for payment methods: "Cash Payment", "Check Payment", "Disc.MC Visa", "AMEX", "Gift Card", and "Campus Card" (which is circled in red).
- Payment Type and Amount:** Two empty input fields.
- Payment Options:** Buttons for "Delete", "Comment", "Reverse", "Back", and a large "Finish" button.
- Summary:** A table on the right showing: "Subtotal: \$10.00", "Sales Tax / Service: \$0.00", "Payment on Account: \$0.00", "Invoice Total: \$10.00", "Payment Total: \$0.00", and "Amount Due: \$10.00".

3. Go to the card terminal text to the PowerZone cash register
4. Click "Sale" F1
5. Swipe the One Card
6. Type the dollar amount for the transaction
7. Once the receipt is printed, make sure the member signs it
8. Return to CSI and click on the **Campus Card** button
9. Complete the transition by clicking on the "Finish" button

Refunds

Refunds can only be authorized by the area supervisor (for example, The Coordinator of Membership will approve membership refunds, The Facility Coordinator, would approve Rental Refunds, The Aquatics Coordinator would approve Swim Lessons Refunds etc.). Only the Coordinator of Membership and Guest Services is able to process Membership refunds, as a Membership Attendant you are not able to process any type of refund without prior approval.

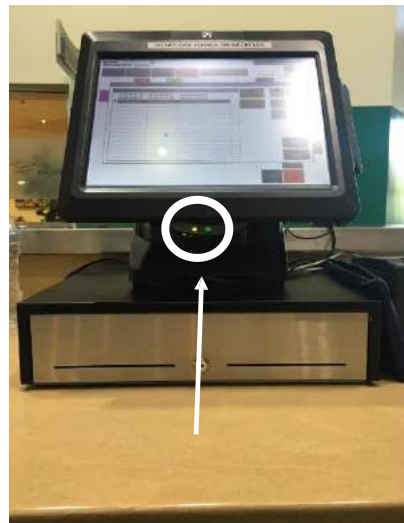
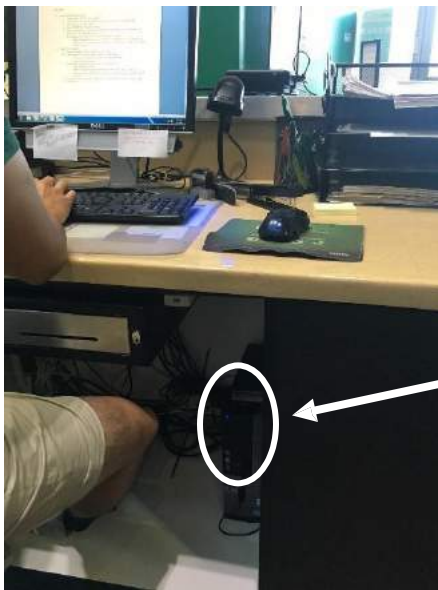
Opening Procedures

1. Be sure to come in at least 15 minutes prior to your opening shift (for example: if the facility is scheduled to open at 5 am, you should be here at 4:45 am)
2. Clock in
3. Go downstairs and get the Membership Keys from the Key box



4. To get the Membership Keys from the box, hit “ENT”, then “00801234”, hit “ENT”. The screen will ask you “Remove Keys”, hit “ENT”; hit “2”, hit “ENT”, and hit “ENT”.
5. Wait until the box pros open and remove the key #2.
Note: The direction is also posted on the keybox.
6. When you come back to Membership, turn on all of the computers
 - a. Membership 1 – Press the power button on the front of the computer
 - b. Membership 2 – turn on the power strip that is now located under the desk, then the power button





c. PowerZone Register – Turn on the power button underneath the screen on the front of the computer

7. Log into all of the computers

a. Membership 1

- i. User name: UAB/AQI-csiuser
- ii. Password: 5h@peupcrc1234!
- iii. Turn on CSI and login with your account info

b. Membership 2

- i. User name: UAB/AQI-csiuser
- ii. Password: 5h@peupcrc1234!
- iii. Turn on CSI and login with your account info

- c. Power Zone
 - i. Hit "Login" – Then hit "Select from List"; find your name; enter your 4 digit PIN and hit "Enter"
 - ii. Then hit "Select Menu", hit "PowerZone Entry" and everything should load
8. Turn on all TVs
 - a. Use the LG remote for the PowerZone TVs
 - b. Use the Samsung remote for the TV by the bathrooms (Make sure it's one channel 6 MTvU)
9. Make sure we have enough membership forms to start the day, if we are missing any, print more
 - a. Make sure you select the printer in the office suite
 - b. Make sure you select print on both side when printing
10. Make sure all of the PowerZone products are stocked
11. Make sure all of the front door windows are cleaned
12. Make sure the front desk area is clean and organized.
13. Usually, opening shifts are slow, start reviewing and updating membership documents from the "to be reviewed pile"

Daily Procedures

Lockers

Purchase

Lockers are rented on 3-month or 12-month term and can be purchased at any time. Since we do not prorate, members get full 3 or 12 months plus the day leading into the first of the month. We always set the expiration date for the last day of the month.

For example, if they purchase a 12-month locker on May 5, 2018, their locker will expire on May 31, 2019. If they purchase a 3 month locker on August 1, 2018, their locker will expire on November 30, 2018, that way they will get full months (Sep, Oct, and Nov), yes, they are basically getting August for free.

When the sale is complete in POS. You will need to go to the Locker Module to set the locker. **How to assign a locker** is below.

Renewals

Locker renewals occur at the end of each month. At the beginning of each month, the Coordinator of Membership and Guest Services puts Locker Renewal Half Sheets into lockers that are expiring at the end of the month. This form has a blank space for members to fill out their locker number, whether it is a half or full locker, and how they want to pay. When the sale is complete, write the invoice number from the receipt, the date of purchase, and the expiration date into the comments sections in the locker assignment. Remember to set the correct expiration date to be always at the end of the month.

This time, you simply add 12 months or 3 months, NO free months. For example, if a locker is expiring on May 31, 2018, you would set the new expiration day 3 months from that day to August 31, 2018.

POS – processing locker transaction

Open up Point of Sale through CSI. Find the member’s account, and then click on Lockers and Key Fobs. Find the appropriate locker and finish the transaction as normal.

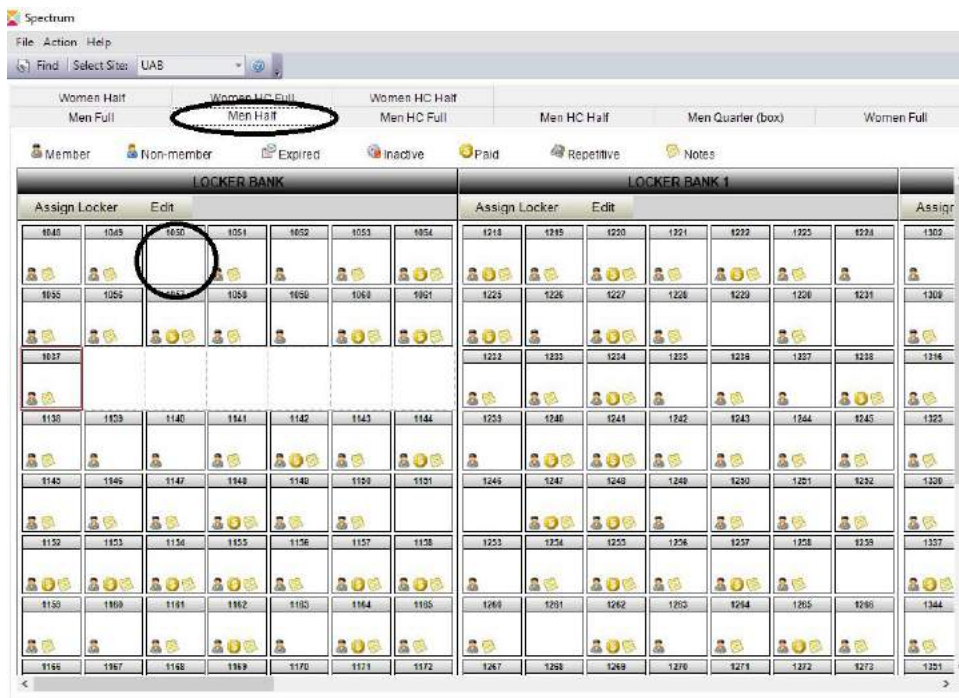
Waiting List

Typically, we have enough half lockers at all times. The waiting list is used for **MENS FULL** lockers. The locker waiting list goes into effect once we no longer have any lockers available in that locker category. To add a member the locker waiting list in CSI

1. Find the member, in the Member Management, open their account
2. Click on the “User Defined Fields”
3. Based on the locker interest, click into the Men’s or Women’s Locker Waiting list field
4. Type today’s date into the appropriate waiting list
5. Hit Save

How to Assign a Locker

To assign a locker, select “Locker Assignment” from the menu on the left (the second locker assignment). Look at the tabs to see which type of locker you are looking to assign: Men’s half, Men’s full, Women’s half, and Women’s full. Click on it and then look through it to find a locker that is unassigned, which will not have an icon of a person on it.



To assign a locker, right click and select “assign”. This will bring up a new window that displays the locker’s combination and the locker number. Find the member’s name. Make sure to set the expiration date according to the length of the rental, as previously further explained in the “Purchase” part of this manual. Also, do not forget to fill out the note portion. Hit “Save” and the locker is assigned.

Upgrading from half to full

When someone's name comes up on the full locker waiting list and they already have a half locker, they can upgrade to full. **YOU WILL BE NOTIFIED WHO HAS FULL LOCKER RESERVED.** They will pay \$5 for 3-month or \$12 for the 12-month difference in POS. Make sure you let them know they have one week until they need to clear the current half locker. Make sure you communicate with the Coordinator of Membership on which member came in to upgrade and both locker numbers; the half locker as well as the new full locker via email.

In the locker assignment module, you will set the expiration date for the full locker the same as was set on the half locker.

Locker Combination

Locker combination can be found in the Locker Assignment window. Use the Combination piece of paper and write the combination on it. Attach the "How to open" direction and hand it over.

Expired Lockers

At the beginning of each month, the Coordinator of Membership will empty and bag belongings from lockers that have expired. The bags are labeled with the locker number and they are stored for one month in the storage area in the Women's Locker room.

Before the locker is emptied, we put a note on their account with the locker number indicating which locker the member had, just in case they forget which locker they had.

Cleaning responsibilities

Part of excellent customer service is the cleanliness of the facility and the overall look of the Welcome Desk. You are expected to make sure all of the furniture in the lobby is organized and that there is no trash laying around.

In addition, part of your cleaning responsibilities is to make sure the main doors are clean. Oftentimes, people touch the glass and it might be full of handprints. In that case, you are expected to clean the main door's windows.

Stocking PowerZone

PowerZone Products should be stocked at the Welcome Desk at all times. If you notice that something is running low, make sure you notify the Coordinator of Membership and Guest Services immediately.

To Be Reviewed Pile

All membership documents will need to be placed in the "To Be Reviewed Pile" and a fellow Membership Attendant will do the final review of all documents to make sure all of the information is processed correctly.

Switching Shift Procedures

Once the following staff arrives, have them clock-in to CSI and Kronos.

If you are closing, remember to print out Closing Batch from the external terminals and include the receipts in the envelope. Please email Mallori and Kaitlyn a picture of these Batch Receipts.

Reconciling PowerZone

1. Log out and log back into the system
2. Click "Print Report". Select "Session Audit Report" and then select the correct start and end time.
3. Take the Session Audit Report and fold it inside the deposit envelope.
4. Log out of PowerZone so the next person can begin using the workstation

Closing Procedure

Closing procedure is similar to the opening procedure. In addition, closing staff must reconcile all three cash registers, put the remaining money into the blue bags, and place them into the lower portion of the safe.

1. Turn off PowerZone register, Membership 1 computer, Membership 2 computer, and Membership 2 power strip.
2. Turn off all TVs.
3. Return all keys to the box in employee break room
 - a. Hit "Clear"
 - b. Then hit "Return Keys" -> enter 1
 - c. Place them "Box 2"
4. Clock out in Kronos and CS

Risk Management

All Membership Staff are required to read and fully understand the Risk Management Manual and their specific responsibilities for each emergency and facility code called.

When responding to any code it is recommended that you wear your personal protective equipment. Below is a list of our facility codes:

CODE	USED FOR
Silver	Major Medical
Blue	Minor Medical
Red	Fire
Gray	Tornado
Yellow	Power Outage
Violet	Violence
Orange	Chemical Spill
Brown	Armed Intruder
Black	Bomb Threat
Pink	Missing Person
Green	All Clear

General Evacuation Procedures

Evacuate administrative offices, administrative restrooms, and all lobby areas out front doors.

Radio all clear when complete

Code Silver – Major Medical

Call EMS and maintain communications with emergency services. Get all necessary information from responders to incident to relay information to EMS.

Code Blue – Minor Medical

If directed, call EMS and maintain communications with emergency services.

Get all necessary information from responders to incident to relay information to EMS

Code Red - Fire

Evacuate administrative offices, administrative restrooms, and all lobby areas out front doors.

Radio all clear when complete

Code Orange – Chemical Spill

Call Biosafety/Chemical Safety at 934-2487.

Report to them the material that is involved, the amount of material, and the areas affected.

Cover face and evacuate administrative offices, administrative restrooms, and all lobby areas out front doors.

Radio all clear when everyone is evacuated. Meet at Heritage Hall lower-level lobby.

Code Violet – Violence

Prepare to call 911 as directed by Blazer 1

Code Black – Bomb Threat

If the threat was called in, get as much information as possible using the Bomb Threat Checklist.

If a suspicious package contact Emergency Personnel

If you come across a suspicious item:

- Do not open, do not shake or empty the contents
- Evacuate the immediate area
- If you touched the item wash your hands with soap and water to prevent spreading any of the substance to your face.
- List all individuals who handled, or were within close proximity to the suspicious item
- If the item is opened
 - Do not try to clean up any substance.
 - Cover any spilled contents immediately with anything
 - Vacate the area
 - Wash your hands with soap and water to prevent spreading any of the substance
 - Remove heavily contaminated clothing as soon as possible and place in plastic bag that can be sealed. This should be given to Emergency personnel as soon as possible

Code Brown – Armed Intruder

Notify all individuals in the immediate area to see shelter in the admin bathrooms and storage closet and secure doors. Find a way to notify campus police via land or cell phone remembering to silence cell phone

Key to survival is to remember you have three options

Run

- Always be aware of your environment and know where nearest exits are
- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Help other escape if possible
- Keep your hands visible
- Follow the instructions of any police officers

Hide: if evacuation is not possible, find a place to hide where the active shooter is less likely to find you

- Out of the shooters view
- Provide protection if shots are fired in your direction
- Try not to trap yourself or restrict your options for movement
- Lock, secure or blockade the entrance in any way possible
- Silence your cell phone
- Turn off any source of noise
- Hide behind large items
- Remain quiet
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight ONLY as a last resort, and only when your life is in imminent danger. Your goal is to attempt to disrupt and or incapacitate the intruder.

- Act as aggressively as possible against the shooter
- Throw items and improvise weapons
- Yell loudly
- Commit to your actions

Code Pink – Missing Person

Search administrative offices, conference room, restrooms and lobby areas.

Code Green – All Clear

Return to normal operations.

Appendix

Appendix A: Membership Attendant Job Description

Membership Attendant 2021

POSTION 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 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.

JOB REUIREMENTS

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

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.