Position Description

Job Title: Membership Service Supervisor  Date Revised: February 1, 2015
Classification: Part-Time  Department: Campus Recreation
Reports To: Assistant Director of Membership and Personnel  Wages: $9.00

Essential Responsibilities
[To perform this job successfully, an individual must be able to perform each essential responsibility satisfactorily. Other essential and non-essential responsibilities and projects may be assigned.]

- Hire, train, supervise, schedule, evaluate, and provide direction to the Membership staff
- Assist in the promoting, training, and evaluating of the Membership staff
- Keep up to date records
- Reconcile cash drawers at end of each Supervisor shift and maintain change in cash drawers
- Go through new memberships on a daily basis to ensure no mistakes and proper set up
- Assist in maintenance of member management, CSI, and Intranet
- Oversee collection of new member surveys and record of each in CSI
- Keep yourself up to date on all CSI processes
- Act as a liaison between second level employees and professional staff
- Attend all biweekly meetings with Assistant Director of Membership and Personnel
- Other duties as assigned

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

- Pursuing a degree in recreation, sport management, or related field preferred, but not required.
- Must work in Membership for at least one semester.
- Agreement to Two-Week’s Notice.
- Leadership and supervisory abilities.
- Ability to work independently.
- Knowledge of standard practices in campus recreation.
- Passion for Student Development.
- Ability to thrive in an environment that values high expectations, accountability, and balanced lifestyles.

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

- Proficiency with Microsoft Office suite.
- Knowledge of CSI Spectrum NG software.
- Google Sites.
- Windows 7 operation system.

Human Relations:
Internal contacts include staff at all levels. External contacts include external customers and vendors. Contact involves troubleshooting, informing, exchanging information, negotiating, making recommendations, and giving information or instructions.
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
- Office environment/fitness center environment.
- Moderate to loud noise.
- Evening and weekend shifts as assigned.

Physical Demands
- Sitting at desk or table for at least 50% of the work day.
- Standing or walking for at least 50% of the work day.
- Repetitive wrist, hand, or finger movement (while operating computer equipment).
- Occasional bending, stooping.
- Eye-hand coordination (keyboard typing).
- Hearing and speaking fluent English.

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 Signature               Date