



# **FLASH Job Description**

Freshman Learners Acquiring Skills in Higher Education

## **Position: Member Services**

Member Services employees welcome patrons to the PSU Campus Rec Center, check out equipment, and help members with questions in a customer-facing, fast-paced setting. This is an entry level position that provides opportunity for professional advancement into a cash handling role once employees have demonstrated the proficiencies outlined below. After two terms, students will learn cash handling procedures, how to process sales in Fusion (our point-of-sale system), and assist patrons with membership sign up and renewals.

Ideal applicants are responsible, hard-working and eager to learn. No experience required.

Position's professional growth prospects – Member Services employees interested in leadership have the opportunity to grow into mentoring and student coordinator roles in varied positions at Campus Rec.

Number of positions available: 4

Job Location: Academic and Student Recreation Center (ASRC) front desk

Hours: 4-20 hours/week // [Campus Rec Hours](#)

Pay Rate: \$15.95/hour

## **PSU Department: CAMPUS RECREATION**

Campus Rec provides an inclusive environment where recreation and wellness opportunities inspire, empower and educate people to be positive contributors to the global community.

### **Specific Job Duties and Responsibilities**

#### **Customer Service and Education**

- Provide a friendly and inclusive environment to all staff and visitors
- Greet members and guests as they enter and exit the facility
- Enforce and educate the members and/or guests on membership information, policies and procedures of the facility areas
- Provide positive public relations, program promotion, and policy education to participants pertaining to all department areas and programs
- Provide general information and waivers, and enforce policies, for the youth program
- Answer questions and provide directions to the facility and other campus locations during open facility hours

### **Access Control**

- Check-in members and guests as they enter the facility
- Monitor and verify access of members and guests upon entering
- Work to resolve participant access issues
- Ensure there is no misuse of identification cards

### **Equipment Checkout**

- Monitor equipment check-in and check-out procedures
- Check-out equipment to members, follow up with those who have not returned items
- Clean and maintain all equipment including folding member towels
- Check-in patron's bags and oversized belongings

### **Administrative Duties**

- Maintain confidentiality with staff and member information
- Maintain and log Lost and Found items and clothing
- Monitor employees and club leaders accessing equipment room
- Responsible for all opening and closing duties including verifying the till cash deposit
- Maintain a clean and neat work environment
- Responsible for tracking departmental passes

### **Other Responsibilities**

- Support Student Building Supervisors as needed
- Contact emergency personnel and follow emergency response protocols
- Serve on committees related to Campus Rec
- Attend all-staff meetings

### **Minimum Qualifications**

- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds
- Commitment to Campus Rec's mission, vision, values, and dignity statements
- Positive attitude
- Ability to respond to emergency situations
- Good communication skills
- Customer Service skills
- Ability to work with people
- American Red Cross First Aid and CPR/AED for the workplace (within 4 weeks of hire)