



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: \$16.96/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

Point of Sale and Cash Handling

- Ability to make accurate transactions in a timely manner
- Process credit card transactions in accordance to PCI standards
- Reconcile cash journal and complete deposits
- Correctly log new memberships and update existing member accounts
- Restock merchandise items

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



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- American Red Cross First Aid and CPR/AED for the workplace (within 4 weeks of hire)