



Member Services Program Assistant Job Description

RecSports Team Member Responsibilities

- Develop professional relationships with co-workers, participants, and guests
- Uphold and exceed the expectations of the Cornerstones of RecSports Service: accountability, anticipating needs, attitude, and atmosphere
- Demonstrate a desire to learn and apply knowledge as a RecSports ambassador
- Take ownership of RecSports facilities and programs by exhibiting a responsible work ethic
- Promote and maintain cleanliness and appearance within and surrounding RecSports facilities
- Enforce RecSports policies and procedures to promote participant safety and satisfaction
- Respond to all emergency situations and adhere to established protocol including pre- and post- incident procedures
- All RecSports employees are expected to abide by the RecSports Student Staff Code of Conduct that clarifies shared expectations and standards in effort to best serve our patrons, develop each team member, and prepare student employees for future career endeavors.

Hourly Rate

\$14.50

Unit Specific Job Responsibilities

The Program Assistant (PA) plays an integral role on the Member Services leadership team and serves as a leader and role model to our Member Services Associates and Supervisors. The Member Services PA is responsible for helping to manage the Member Services student staff, management of membership process, and access control at RecSports facilities. Some of the regular responsibilities of the Member Services Program Assistant are:

- Assist with the selection, training, scheduling, supervising, and evaluating of Member Services Associates and Supervisors
- Frequently walk the facilities to ensure student staff are delivering adequate customer service and enforcing policies and procedures
- Work MSA and MSS shifts when needed due to emergencies or gaps in scheduling
- Conduct in-service trainings for student staff in collaboration with the Member Services Professional Staff
- Review daily shift reports and take appropriate action for each report
- Update and maintain resources at SWRC and SRFC
- Be available to receive phone calls and answer questions for student staff outside of office hours
- Contact patrons regarding issues with their membership and access
- Administer tasks in Fusion regarding membership access and sales, as well for other RecSports areas such as setting up programs, registrations, and transfers
- Assess Code of Conduct points and have developmental discussions with staff when necessary
- Oversee incentive point system and teams

Qualifications

- Demonstrated communication, organizational, and leadership skills
- Demonstrated ability to lead teams, instill accountability, teach, and inspire staff peers
- Interest in recreation, fitness, and campus involvement
- Able to work 10-15 hours a week based on workload
- Complete and maintain UF online certifications in GET803, OOC101, PRV802, ITT102, GET811, PST280, TRM125, PST093, PST920, BRS001, BRS002, PRV804, PST950
-
- Good standing within the University of Florida and the Department of Recreational Sports. Please note, each candidate's status within the RecSports Student Staff Code of Conduct will be considered when reviewing applications.

Commented [RJ1]: punctuation

Commented [RJ2]: I think most of the bullet points in job descriptions are square rather than rounded