

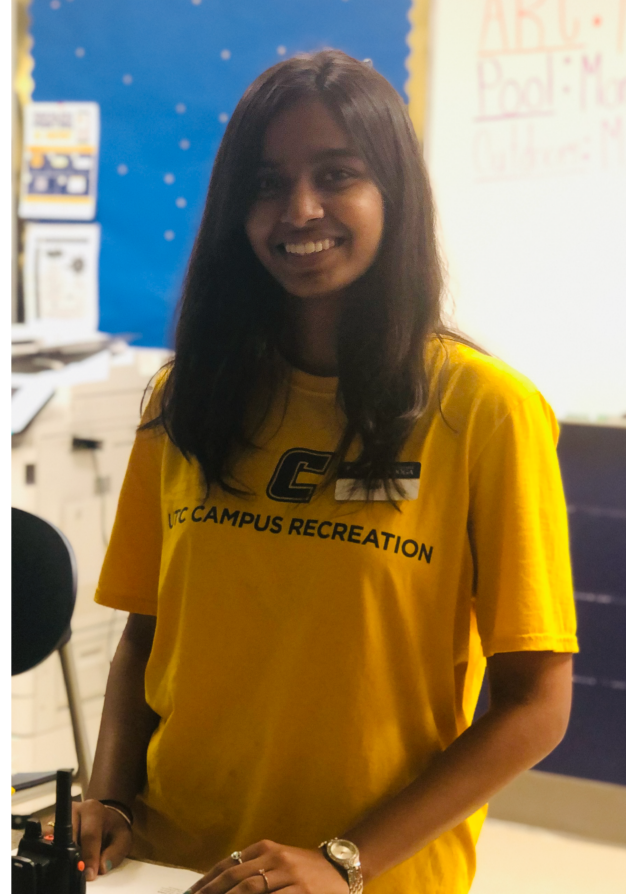
MEMBERSHIP SERVICES ASSISTANT

Job Summary:

Membership Services Assistants will be responsible for memberships sales to our diverse Campus Recreation community. This position will enhance our patrons' experience by sharing our services and member benefits with patrons. All Membership Services Assistants should demonstrate a commitment to the mission and core values of Campus Recreation.

Learning Outcomes:

- Demonstrate proficiency speaking in front of, and with, the UTC and greater Chattanooga community in a professional manner.
- Develop customer service skills including communication, sales, conflict management, and service recovery skills.
- Formulate a successful time management strategy to balance the demands of academic life and your position at Campus Recreation.



Job Responsibilities:

- Begin each shift on time and prepared to work; this includes appropriate uniform and attitude
- Perform all required shift tasks, including opening/closing duties, with accuracy and efficiency.
- Be knowledgeable about all Campus Recreation programming and be able to answer questions and direct patrons to correct locations.
- Consistently enforce all Campus Recreation policies, rules and regulations.
- Monitor eligibility of all patrons entering the ARC and enforce policies surrounding access.
- Provide exceptional customer service for patrons, including answer phones, member/guest check in, resolving issues related to facility access, and renting out fitness equipment.
- Navigate challenging interactions with patrons appropriately, including conflict resolution, service recovery, and seeking assistance from professional staff, if needed.
- Maintain all required CPR/AED/FA, BBP, and Lifeguard certifications.
- Attend all trainings, meetings and events set forth at the beginning of the semester.

