



## Member Services Unit Job Descriptions

*Level 1 – Member Services Attendant (Entry Level)*

*Level 2 – Member Services Manager (Promotional Opportunity)*

*Level 3 – Student Supervisor, Member Services (Promotional Opportunity)*

### **Level 1: Member Services Attendant Job Description**

The Department of Campus Recreation is seeking applications for our member services role who will be expected to provide top tier customer service and interact with patrons on a daily basis. This position monitors the front desk and all customer service responsibilities within the Baierl Recreation Center.

#### **Attendant Job Responsibilities**

- Maintain high level of professionalism for all customer interactions
- Monitor access control and facility entrance requirement
- Assist patrons with all problems, questions, and concerns both in person and over the phone
- Oversee equipment checkout procedures
- Provide accurate information about Department of Campus Recreation programs and services
- Respond to emergency situations according to established departmental protocols that include care for injured, initiation of Emergency Response Plans, notification of appropriate university authorities, and completion of paperwork.
- Attend required training sessions and meetings

#### **Professional Skills to be gained:**

- Customer Service
- Accountability
- Collaboration
- Problem Solving
- Professionalism

#### **Required Job Qualifications**

- All campus recreation staff must have a current First Aid/CPR/AED Certification, or ability to obtain within 30 days of start date.
- Current University of Pittsburgh undergraduate or graduate student.
- Ability to effectively communicate and problem solve.
- Attention to detail and a customer service mindset are key aspects of performance in this role

#### **Additional Information**

- **Position Type:** Entry Level
- **Pay Rate:** \$10.00 per hour
- **Work Schedule:** Not to exceed 20 hours a week; minimum requirements of 6 hours per week; days/times TBD based on facility hours
- **Required Documents:** Resume
- **Optional Documents:** Cover Letter – Strongly Encouraged
- **Does this position require FWS award?** No
- **Application Instructions:** All applications must be submitted through Pitt Talent System.

## **Level 2: Member Services Manager**

Membership Services Managers oversee daily front desk operations within Baiertl Recreation Center and the future Campus Recreation and Wellness Center. Managers operate the point-of-sale station within the front desk and serve as the lead troubleshooter in all customer service-related operations. In addition, Membership Managers supervise on shift membership services personnel.

### **Membership Services Manager Job Responsibilities**

- Provide direct supervision and guidance to Member Services Attendants.
- Ensure staff are present, in uniform, in designate position and completing assigned tasks
- Contact missing Member Services Attendants and fill in onsite positions as needed
- Maintain high level of professionalism for all customer interactions
- Complete Fusion sales always using proper software and cash handling procedures
- Maintain highest frontline Fusion Software knowledge and ability to trouble shoot all areas of Point-of-Sale, Access Control, and Equipment Checkout
- Ensure facilities are opened and closed properly according to daily facility hour schedules
- Collaborate with Operations Manager as needed to handle accidents and incidents withing the Campus Recreation and Wellness Center
- Respond to emergency situations according to established departmental protocols that include care for injured, initiation of Emergency Response Plans, notification of appropriate university authorities, and completion of paperwork.
- Attend required training sessions and meetings

### **Professional Skills to be gained:**

- Leadership
- Conflict Management
- Collaboration
- Situational Awareness
- Professionalism

### **Required Job Qualifications**

- All campus recreation staff must have a current First Aid/CPR/AED Certification, or ability to obtain within 30 days of start date.
- University of Pittsburgh undergraduate or graduate student **AND** current campus recreation student employee
- Prior baseline knowledge of Fusion software
- Teamwork, critical thinking, and communication skills are key aspects of performance in this role

### **Additional Information**

- **Position Type:** Promotional Opportunity for current Member Services Attendants
- **Pay Rate:** \$12.00 per hour
- **Work Schedule:** Not to exceed 20 hours a week; minimum requirements of 6 hours per week; days/times TBD based on facility hours
- **Required Documents:** Resume and Cover Letter
- **Does this position require FWS award?** No
- **Application Instructions:** Must submit all required documents to the Member Services Coordinator. ***Internal applicants only.***

### **Level 3: Student Supervisor, Member Services**

Member Services Student Supervisors serve in an administrative capacity providing leadership to front line student employees in the Member Services Management and Attendant roles. Student Supervisors maintain staff schedules, assist with hiring, and lead training of new student staff members.

#### **Student Supervisor Job Responsibilities**

- Create and maintain student staff schedules
- Assist with hiring, interviewing, and onboarding new Member Services Attendants and Member Services Managers
- Lead on site training of new Member Services Attendants and Membership Managers
- Assist with developing and facilitating on going meetings and trainings for all Facilities and Operations Staff
- Troubleshooting equipment and software issues
- Oversee Equipment Checkout Inventory Management
- Coordinate risk management procedures and trainings for Member Services Staff
- Maintain 1-2 shifts per week as a Member Services Manager

#### **Professional Skills to be gained:**

- Leadership
- Time Management
- Organization
- Professionalism
- Adaptability

#### **Required Job Qualifications**

- All campus recreation staff must have current First Aid/CPR/AED Certification, or ability to obtain within 30 days of start date.
- University of Pittsburgh undergraduate or graduate student **AND** current campus recreation member services student employee
- Possess strong interpersonal skills and significant fusion knowledge
- Ability to work independently and motivate, train and lead others are key aspects of performance in this position.

#### **Additional Information**

- **Position Type:** Promotional Opportunity for current Member Services Managers
- **Pay Rate:** \$14.00 per hour
- **Work Schedule:** Not to exceed 20 hours per week; days/times TBD
- **Required Documents:** Resume and Cover Letter
- **Does this position require FWS award?** No
- **Application Instructions:** Must submit all required documents to the Member Services Coordinator. ***Internal applicants only.***

**For more information regarding student employment in the member services unit contact Hamza Ziglar, Member Services Coordinator at [HLZ9@pitt.edu](mailto:HLZ9@pitt.edu).**