

## **Campus Recreation – Membership Specialist**

**Department:** FAU Campus Recreation

**Campus:** Boca Raton

**Position Title:** Membership Specialist

**Hours Per Week:** Varies

**Classification:** Undergraduate or Graduate

### **Brief Description:**

The Membership Specialist is responsible for providing utmost Customer Service to patrons, including retaining knowledge of all membership and program sales and facility access, ability to utilize critical thinking and decision making skills, ability to direct patrons and clients to additional resources within the department and on campus, ability to maintain a positive and friendly attitude at all times and in varying situations, responsible and accountable for maintaining highest-level time management skills as required by the position.

### **Key Accountabilities:**

Reports to the Assistant Director of Business Operations & Administration

- Responsible for sale of memberships, lockers, and program registrations through Innosoft Fusion Software
- Clean, inspect, and ensure that membership specialist workspace is professional and organized.
- Knowledgeable of building policies and procedures for all Campus Rec facilities.
- Articulate accurate information and answer questions to patron's in-person, over phone, and by email.
- Responsible for knowledge of various departmental and FAU resources
- Other duties as assigned

### **Requirements:**

- Worked for FAU Campus Recreation for a full semester
- Computer Skills and knowledge of excel and Innosoft Fusion
- Current FAU student and enrolled in at least 6 credits per semester
- Currently have a GPA of 2.5 or greater
- Authorized to work in the United States

### **What You will Do and Learn:**

- ✓ **Communication Skills:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization
  - Exemplify effective verbal and written communication through proper phone and email etiquette
  - Greet Campus Recreation visitors and patrons
  - Follow up messages and reporting

- ✓ **Work Ethic & Professionalism:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image.
  - Prioritize of tasks with a focus on customer service
  - Demonstrate integrity through sales and credit card processing
- ✓ **Critical Thinking/Problem Solving Skills:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
  - Assist with student, faculty, staff, employer and community member questions with a courteous and professional demeanor by utilizing knowledge of the department and the university
- ✓ **Digital Technology Skills:** Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.
  - Utilize computer software such as: Microsoft Office, Innosoft Fusion, Google Apps
  - Create digital signage for facility