**Job Title:** Member Services Attendant  
**Employer Name:** UMass Boston Athletics  
**Days/hours & duration of job:** Monday, Wednesday, Friday 9am-5pm, Tuesday, Thursday 7:30am-4pm  
**Wage/Salary:** Grade II, $12.50 - 13.00/hr

*Job Description:* Under the supervision of the Recreation Programming & Marketing Manager, this position will represent the UMass Boston Recreation department professionally and in a manner in accordance with the mission and goals of the University. The Member Services Employee will be responsible for membership and program sales, telephone handling, provide all membership and program information, knowing policies and procedures as well as implementing them. They will also be responsible for correctly inputting memberships into the computer system, selling merchandise, collecting money, and being knowledgeable about the different services that we offer. In addition, it is key to provide customer service to all members and guests entering our facilities should they need extra assistance. Follow policies; be punctual for all shifts and meetings; attend mandatory staff meetings, help out during Recreational events. Other duties as necessary.

**List of duties:**

**Primary:**
- #1 selling all memberships and program sales and entering them into our system
- Handling the “Rec shop”
- Provide customer service
- Answering calls (court reservation, answering questions)
- Making copies/ printing

**Secondary:**
- Cross Reference time sheets to schedule
- Assist with staff scheduling
- Rec Revenue and deposits
- Payroll deduction tracking
- PO’s (tabs in binders)
- Reports (activenet...)
- Checking Procard Reconciliation
- Comparing prices on equipment, office supplies, software’s etc...
- General organizing of documents and memberships

**Prerequisites/Certifications/Qualifications:**
- Federal work-study optional
- CPR & First Aid (must be obtained within the first month of employment)
- Applicant must be able to clearly articulate rules and regulations to patrons
- Good communication and organization skills
- Good manners and actions when answering calls
- Able to handle money correctly and efficiently

Outgoing mail