# Campus Recreation

## POSITION DESCRIPTION

<table>
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<tr>
<th>Incumbent:</th>
<th>Hire Date:</th>
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<tr>
<td>Classification: Pre-Professional Graduate Assistant; 50%, 9 months.</td>
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<td>Organizational Relationships:</td>
<td>Department:</td>
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<td>Crew/Home Org:</td>
<td>Class</td>
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<td>Spending Authority greater than $5,000:</td>
<td>Exempt Status:</td>
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<td>Supervisory:</td>
<td>Supervise more than 20:</td>
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<td>C-FOAPAL:</td>
<td>Date of PD: January, 2018</td>
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### JOB SUMMARY:
Assist Assistant Director with supervision of Member Services, Membership policies and CSI registration, including the supervision of Member Service part-time staff. Works closely with the Assistant Director to create a cohesive and organized Member Service operation. Serve as the point of contact for Campus Recreation patrons (current/new/potential) and the community to support inquiries and concerns related to member services.

### DUTIES & RESPONSIBILITIES:
- Staff supervision including hiring, training, scheduling, feedback, and disciplinary processes for student staff. Indirect supervision of student leadership staff. The development and engagement of student staff is an emphasis.
  - Determine staffing needs and assist with onboarding qualified candidates based upon certifications, experience, skills and ability to contribute to the diverse needs of the University of Illinois and Campus Recreation
  - Hire, train, supervise, and evaluate part-time employees to oversee Member Services. Ensure that employees are well-versed in Campus Recreation policies and procedures for open to close building coverage.
  - Collect availabilities for semester schedules. Create and post semester schedules, updating as needed.
  - Evaluate personnel via random shift audits and observations from professional and leadership staff.
  - Assist Assistant Director and Risk Manager with compliance in all safety trainings including, CPR, First Aid and Blood Borne Pathogens.
  - Lead Put It All Together (P.I.A.T) sessions with Customer Service Assistants and Member Service Managers
  - Work closely with the business office to ensure proper cash handling on all shifts
  - Prioritize tasks and assign/delegate duties to part-time employees during all day parts.
  - Supervise and assist in the development of student staff via the varied Member Service responsibilities. Provide direct supervision to PAs and MSMs including support for the
coordination of peak membership periods, locker audits, program group registrations, and facility access controls.

- Oversee varying aspects of Member Service CSI and EMS entries for both ARC and CRCE
  - Assist with the review and communication of all reservation policies for drop in reservations, group fitness classes, court reservations and open rec policies
  - Efficiently and effectively communicate with all internal and external groups regarding membership policies, equipment policies, locker policies and facility policies.
  - Direct information regarding logistics during peak membership periods and alternative ID periods to ensure a seamless transition for employees and users.
  - Utilize CSI and EMS software to create and maintain efficiency with reservation, equipment check out, equipment inventory, member management and check in process.
  - Work collaboratively with all operations and programming staff to ensure Member Services is fully aware of changes that will impact our members, in an effort to stay proactive in our communication to members.
  - Update Member Services staff intranet through website editing

- Enforce and maintain Campus Recreation policies and procedures as they pertain to usage of the ARC and CRCE.
- Assist with inventory and maintenance plans of indoor check out equipment
- Lead annual locker audit process.
- Act as a liaison for Member Services and other units on Campus and within Campus Recreation.
- Serve on Department committees as assigned (i.e. Facilities, Student Development, Programs, etc.)

PERSONAL RELATIONSHIPS:

- Professional Staff: Daily interaction with professional staff within Campus Recreation, the Division of Student Affairs and various other members of the University of Illinois.
- Student Staff: interactions with members of the entire Campus Recreation student staff.
- Patrons: Daily interactions with Campus Recreation, University and community members.

MINIMUM WORK REQUIREMENTS:

- Position requires flexible work schedule, including evenings and weekends as necessary.

REQUIRED EDUCATION AND EXPERIENCE:

1. Bachelor’s Degree, preferably in Recreation, Sport, Tourism Management, Kinesiology, Community Health or Education.
2. Preferred experience with customer service oriented positions.
3. Strong oral and written communication skills.
4. Acceptance into graduate school at the University of Illinois.
5. To receive tuition waiver, acceptance into the Recreation, Sport and Tourism program in the College of Applied Health Sciences (offer will be contingent upon formal acceptance to program).

Minimum Qualifications for Acceptance:

- a. GRE: Required, but no minimum. However, the program is competitive so the scores are important.
- b. GPA of 3.0 or higher
- c. Three professional letters of references with two being from faculty.

APPLICATION INSTRUCTIONS:
1. Email a resume, cover letter and contact information for three professional references to Cherise Marks, Student Development Coordinator, Campus Recreation, University of Illinois at cherisem@illinois.edu by March 6, 2018.

2. Cover letter or resume should indicate (yes or no) if you meet the minimum qualifications for graduate admission.

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