

**Member Services Program Assistant
Wellness and Recreation
NC State University**

The mission of Wellness and Recreation is to inspire a culture of wellness by providing premier, innovative and inclusive programs, services and facilities that promote healthy, active lifestyles to enhance student success.

Wellness and Recreation commits to foster a learning environment for our student employees that cultivate the skills of ethical reasoning, critical thinking, teamwork, initiative and professionalism. Programs and facilities are student run with professional coaching. The goal is to help develop student's transferable skills and create a supportive and challenging environment for them to succeed in and out of the classroom.

Wellness and Recreation is seeking enthusiastic students to lead the Member Services student team to provide customer service and generate sales related to Wellness and Recreation programs and services.

Responsibilities

- Audit membership forms for errors and correct errors
- Contact members with cancellations and renewal information and updates
- Review conduct reports for the Member Services team
- File and record paperwork
- Review expiring lockers, perform cleanouts, update locker information in Rectrac
- Serve as the liaison between Member Services and other areas of Wellness and Recreation
- Sell memberships, guest passes, lockers and other programs and services
- Process payments through RecTrac, point of sale software and credit card processing
- Understand and enforce Wellness and Recreation and area specific policies and guidelines
- Knowledge and implementation of emergency action plan
- Design and facilitate required trainings
- Develop professional relationships with co-workers, participants and guests
- Hire, train, evaluate and supervise area team
- Create staff schedules and communicate schedule changes
- Utilize software and databases including RecTrac, EMS and WhenToWork
- Uphold and exceed the expectations of Wellness and Recreation: ethical reasoning, critical thinking, teamwork, initiative and professionalism
- Assist as needed in all required departmental functions
- Review expiring lockers, perform cleanouts, update locker information in Rectrac

Department Required Skills

- Demonstrated ability to lead and supervise a team
- Effective interpersonal communication skills and presentation skills through in-person, phone and email interactions
- Commitment to customer service
- Demonstrate integrity, ethics and commitment to diversity and inclusion
- Maintain clean, appropriate and professional attire
- Commitment to promoting healthy, active lifestyles
- Encouraged to participate in student professional development opportunities

Qualifications & Certifications

- Current full-time NC State student

- Current Wellness and Recreation student employee
- Minimum 2.5 GPA

AA/EOE

NC State University is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, gender identity, age, sexual orientation, genetic information, status as an individual with a disability, or status as a protected veteran.

Individuals with disabilities requiring disability-related accommodations in the application and interview process, please call 919.515.3148.

Final candidates are subject to criminal and sex offender background checks. Some vacancies also require credit or motor vehicle checks. NC State University participates in E-Verify. Federal Law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

For More Information

- Wellness and Recreation Website, wellrec.ncsu.edu

Reports to the Coordinator, Member Services