



# Member Services Coordinator

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**POSITION TITLE:** Member Services Coordinator

**REPORTS TO:** Director of Member and Fitness Services

**CLASSIFICATION:** Full Time, hourly

**APPROVED BY OWNERSHIP ON:** Jan 2, 2018

## General Position Description:

The Member Services Coordinator is responsible for creating the Metro Rec Plex experience for members and guest. You actively seek out opportunities to exceed their expectations. Responsible for assisting in supporting and enforcing the rules, regulations, programs, and safety of the facility and facility patrons. Provide excellent customer service and create experiences worth repeating. Sell memberships, activity registrations, and point of sale transactions. Conduct facility tours and control access to the facility. Additional duties as assigned.

## Accountabilities

- Serves as the first point of contact for department and facility. Staffs the East Member Services Entrance daily for customer service.
- Create schedules for Member Services attendants and find shift coverage.
- Provides frontline interaction with the public and members in a friendly & professional manner through personal contact at the counter, answering telephones, internet emails, mailing and interdepartmental communications.
- Greets and answers questions regarding program registrations, memberships, facility rentals and utilization. Permits and refers to appropriate staff as needed. Receives and conveys information from the public to staff in an accurate and effective manner through use of email, telephone, written messages, or personal contacts.
- Conducts several financial operations including collection and processing of all monies received for programs and events. This includes processing, collecting, and reporting sales.
- Collect payments on monthly memberships.
- Provide Maxgalaxy training during new staff orientation. Assist in continuing education and training for all staff.
- Assist with processing payroll for department personnel. Verifies hours and complete data entry of part time staff.
- Assist in hiring new staff members and attracting new talent.
- Audit monthly memberships to remove duplicates, inconsistencies, and account changes.
- Track and report facility usage and trends utilizing Maxgalaxy reports.
- Assist with programs as needed.
- Remain updated on current information and programs within the facility.
- Handle member situations in tactful, professional, and friendly manner.
- Perform clerical duties as assigned



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## Member Services Coordinator

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### Education and Special Certifications

- Basic Computer Skills
- Telephone Etiquette
- Good Communication Skills
- Cash and credit card handling experience
- Ability to work weekends and extended hours on an as needed basis
- Must be able to sit, stand, kneel, and crouch and must be able to frequently and easily lift or move up to 10 pounds and occasionally 30 pounds.
- Must have a valid driver's license.
- Previous customer service experience preferred