



# 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

# McKendree Metro Rec Plex

205 Rec Plex Drive, O'Fallon, IL, 62269  
 www.metrorecplex.com  
 Phone: (618) 589-3800

Completed applications can be dropped off to Rec Plex office M-F between 8am-5pm or mailed in. Please submit with updated resume if available.

## APPLICATION FOR EMPLOYMENT

DATE: \_\_\_\_\_

Pre Employment Questionnaire

Equal Opportunity Employer

<b>PERSONAL INFORMATION</b>			
Name:		Email Address:	
Present Address:	City:	State:	Zip:
1st Phone Number:	2nd Phone Number:	Referred By:	

<b>Employment Desired</b>			
Position:		Date You Can Start?	Salary Desired:
Are You Employed?	Yes	No	If So, May we Inquire of your Present Employer?
Have you Ever Applied to this Company Before?		Yes	No
		When?	

<b>Education History</b>			
Name and Location of School	Years Attended	Did You Graduate	Subjects Studied
Grammar School			
High School			
College			
Trade School			

<b>General Information</b>	
Subjects of Special Study/Research Work or Special Training/Skills _____	
U. S. Military Service	Rank

<b>Former Employers</b> (List Below Last Four Employers, Starting with Last One First)				
Date Month and Year	Name & Address of Employer	Salary	Position	Reason for Leaving
To				
From				
To				
From				
To				
From				
To				
From				

<b>References</b> Give below the names of three persons not related to you, whom you have known at least one year.				
Name	Address	Business	Phone #	Years Known

**Authorization:** "I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal. I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information. I also understand and agree that no representative of the company has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing, unless it is in writing and signed by an authorized company representative. This waiver does not permit the release or use of disability-related or medical information in a manner prohibited by the Americans with Disabilities Act (ADA) and other relevant federal and state laws."

Date: \_\_\_\_\_ Signature: \_\_\_\_\_