#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Member Services Agent

**Job Number:** A-320 | VIP: 1255

**Band:** OPSEU- 5

**Department:** Athletics & Recreation

**Supervisor Title:**  Assistant Director, Customer Engagement & Operations

**Last Reviewed:**  July 18, 2023

#### **Job Purpose:**

This position reports directly to the Assistant Director, Customer Engagement & Operations and receives leadership from the Sales & Special Events Coordinator (Team Lead). The Member Services Agent delivers front-line customer sales and service for the Trent Athletics Centre, with a focus on membership, program sales, and registration for community and student intramural programs. As the frontline welcome centre for the Athletics Centre, this position ensures that a high-quality experience is delivered to all Trent students and the community.

Additionally, this individual provides facility oversight and supervises the Athletics Centre during hours in which full-time administrative staff are not on-site, including providing leadership to part-time student staff. The Member Services Agent must be able to work weekdays (day and evening) and weekend shifts.

#### Key Activities:

##### Sales & Customer Service

1. Provides exemplary customer service for busy front desk in the Athletics Centre (AC), meeting the needs of a varied group of individuals (students, user groups, community members, families attending swimming lessons, etc.).
2. Responds in a professional and timely manner to inquiries, complaints or suggestions from students or the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
3. Leads by example by consistently promoting a positive and professional image and encouraging a welcoming environment and courteous service to every visitor of the Athletics Centre.
4. Provides support and coaching to student staff in customer service and are knowledgeable in all program areas to respond to inquiries effectively.
5. In the absence of other full-time staff, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered; addresses any customer service issues that may arise, and provides direction and support to part-time student staff as needed.
6. Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.
7. Supports membership sales and retention by providing tours, presenting membership options, and following up with existing members for renewals.
8. Supports sales campaigns and promotions and leads part-time student staff team to executive sales initiatives, communicating goals and celebrating success with the team.
9. Oversees and triages the main Trent Athletics e-mail account, responding as appropriate or referring to other departmental staff for follow-up.

##### Administration

1. Uses recreation management software (Perfect Mind) to process student registrations (campus recreation); community memberships and program registration.
2. Oversees collection by student staff of fees for memberships, programs and merchandise sold at front desk.
3. Ensures that cash registers are balanced daily and works with Finance & Facility Booking Coordinator to investigate and reconcile any discrepancies.
4. Reviews and responds to student and customer inquiries regarding accounts and financial activity, and makes adjustments, as needed, processing refunds, credit notes or additional charges.
5. Prepares customer statements and tax receipts, as requested.
6. Creates regular reports to send to the Parking Office to request parking passes for new members.
7. Oversees coordination of locker rentals, including: assigning new locker rentals; monitoring and communicating locker rental end date and renewals; overseeing the removal of locks from unrented lockers.
8. Generates member reports and reconciles monthly Payroll Department data to ensure that Trent Staff/Faculty membership fees are accurately applied by Payroll Deduction.
9. Participates in regular Trent Athletics & Recreation departmental meetings.

##### Human Resources

1. Assists the Sales & Special Events Coordinator with the hiring process for student staff to support the operation of the Sales Centre and for special events.
2. Assists in maintaining the student staff schedule for the Sales Centre to ensure that an appropriate level of staffing is in place for service delivery and to meet safety requirements.
3. Assists in delivering training programs to part-time student staff, including recreation management software, customer service, and other Athletics Centre programs and services.
4. Supervises student staff and develops staff through ongoing training, supervision, and coaching.
5. Assists in overseeing student staff payroll entry into VIP.

##### Facility Supervision

1. When on-shift, oversees the day-to-day operations of the Sales Centre.
2. Provides support and direction to all part-time student staff in all program areas of the Athletics Centre when Administrative staff are not available on weekends and during evenings.
3. Supports facility rentals with external and internal (other university department) users to coordinate set-ups, deal with issues arising from bookings (i.e. double bookings, lack of space, etc.), or responding to user group needs/requests. Ensures that appropriate set-up is in place for user groups.
4. Completes facility checks on a regular basis and upon closing to ensure a high level of safety and security, including closing duties.
5. Coordinates lost and found; contacts Security for items of value; arranges for donation of items to charitable organizations.
6. Ensures that laundry is coordinated and completed to ensure that a supply of clean towels are available for students and members, and that varsity uniforms are cleaned and prepared for team travel during the varsity season.
7. Works with the Sales & Special Events Coordinator to implement training manuals and programs. Responsible for safety and accident prevention through knowledge of and enforcement of legislation.
8. Ensures that Athletics Centre staff provide first response to emergencies in the Athletics Centre, in the Justin Chiu Stadium, or the grounds outside the Athletics Centre. Works with and provides support to other responders. Follows up on and files incident reports.
9. Completes Fire Warden Training and serves in that capacity during emergencies

#### Education Required:

* Two (2) years of post-secondary education (college or university) business, administration, or recreation management

#### Experience/Qualifications Required:

* Two (2) to three (3) years’ experience in administration, sales, or customer service (experience in a fitness or sport setting an asset).
* Excellent customer service and conflict resolution skills.
* Ability to balance the interests of a variety of client groups, adjusting priorities to meet client needs.
* Two to three years’ experience supervising staff.
* Strong supervisory, interpersonal and training skills and proven track record of demonstrating initiative and growing program offerings.
* Solid organizational and time management skills
* Demonstrated ability to work as a team player within an athletics environment.
* Current Standard First Aid and CPR C Certification.
* Proficient computer skills in Microsoft Word, Excel, PowerPoint and experience with a recreation management software is an asset.

#### Supervision:

* Supervise and direct the activities of student employees