



## MEMBERSHIP SERVICES STAFF

**Position Description:** The Membership Services Staff will serve as the “representative” of the University, displaying courtesy, discretion, and professionalism in all interactions with members, customers, and the public.

**Employment Start Date:** September 2022

**Salary:** \$13.25/hr (plus 7% vacation & holiday pay)

**Duties:**

- Provide members and visitors with a high level of front-line customer service
- Sell memberships, process program and service registrations, and handle other fee payments as required
- Promote programs and/or services not included in general membership (i.e., personal training, towel service, etc.)
- Provide tours for prospective members
- Enforce policies established by Recreation Services and ensure a pleasant experience for all patrons
- Attend and actively participate in on-going staff training
- Assist supervisor on duty and/or the Membership Services Coordinator/Manager as required

**Qualifications:**

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent attention to details.
- Thorough understanding and knowledge of Recreation Services programs and services
- Ability to work in a team environment with minimal supervision
- Ability to problem solve
- Ability to work under pressure yet still be professional and effective
- Current CPR-C certification (includes AED training)
- **Must be able to work a minimum of 10 hours per week (including evenings and weekends)**
- Vulnerable Sector check

Submit cover letter & resume (including a minimum of two references) in person to the Membership Services Office (Information desk) on the ground floor of The Richard J. CURRIE CENTER (**attn.: Matthew Forster**) or as an attachment via email to [matthew.forster@unb.ca](mailto:matthew.forster@unb.ca). Deadline to apply is March 30<sup>th</sup> 5:00pm.