



**Are you energetic, outgoing, team-oriented, and looking for a job that develops leadership skills in a fun recreational environment? If so, look no further, we have a great opportunity for you!**

## **Member Services Assistant**

This entry level position is responsible for providing a great experience to members and guests in a diverse environment

### **WHAT WE PROVIDE**

- Up to 19 hours per week. Flexible work schedules (morning, afternoon, evening, night, and weekend shifts) that accommodate the university operating schedule.
- Dynamic position specific and marketable skills training
- An inclusive working environment where you can connect with other Roadrunners
- Opportunities for promotion to supervisory and other leadership positions
- Focused leadership development opportunities
- Hands on training and ongoing professional development

### **KEY RESPONSIBILITIES**

- **Customer Service:** Provide great customer service by anticipating patrons needs in a welcoming environment.
- **Communication:** Articulate and educate patrons on departmental policies and procedures. Maintain frequent contact with the Student Facility Manager and professional staff. Listen to feedback and work to adjust/improve accordingly.
- **Safety:** Work with others to execute risk reduction measures and provide care in emergency situations.
- **Initiative:** Be proactive to identify needs and solutions to various situations that arise
- **Conflict Resolution:** Be able to listen, understand, and work through situations when needed.
- **Teamwork:** Work well with others always to accomplish goals.
- **Resolve Conflict:** Be able to listen, understand, and work through situations when needed.

### **WHAT YOU PROVIDE**

- Currently enrolled student at UTSA with a minimum overall GPA of 2.0
- Appropriate role model behavior always – set the example for peers
- Be able to pass the State of Texas criminal background check
- Obtain First Aid, Adult CPR, and AED certifications within first 30 days of employment
- Completion of UTSA student employee compliance training and any additional certification/training required by the department and university

### **YOU WILL THRIVE IN THIS ROLE IF YOU:**

- have a great attitude and desire to be a part of a team,
- enjoy hands-on learning,
- possess a high level of flexibility and adaptability, and
- have a strong sense of responsibility and high follow through.