

# Woodruff Physical Education Center (WPEC)

## Member Services Office Assistant

### Job Description

The Office Assistants report directly to the Coordinator of Memberships and External Operations and will interact often with the Recreation and Wellness staff. These students perform a variety of duties to assist in the overall operation of the Member Services Office.

This position's function is crucial to the day-to-day operations of the Member Services Office and will offer valuable skills in communication, conflict resolution, leadership, problem solving, organization and customer service.

Office Assistants will work approximately 8-12 hours per week. Office Assistants' schedules will function within office hours, which vary based on time of year. Working hours typically fall within the range of 11:00 a.m. and 7:00 p.m., Monday through Friday and 11:00 a.m-2:00p.m on Saturdays.

#### **Responsibilities include, but are not limited to:**

##### Customer Service

- Maintain a safe, enjoyable, and professional environment while enforcing all WPEC membership policies.
- Assist with office sales, including memberships, lockers, personal training packages, guest passes and fitness passes.
- Provide accurate knowledge and information to facility users.
- Field all phone calls to assist patrons.
- Conduct all interactions professionally.
- Act as communication liaison between WPEC members and WPEC professional staff.
- Maintain a helpful, friendly, willing attitude to assist all WPEC members.
- Complete other duties as assigned by professional staff.

##### **Qualifications:**

- Must be an Emory student in good academic standing and maintain a minimum 2.5 GPA.
- Must be able to commit to the academic year for dates of employment.

- Must possess a current, valid CPR training certificate. If you don't currently possess this, Emory will arrange classes throughout the academic year.
- Must be able to demonstrate attributes of both a team player and a leader.
- Must possess an excellent level of customer service.
- Must be able to serve as a resource for customers and be a positive representative of Emory University.
- Demonstrate strong verbal and written communication skills.

**Other Requirements:**

- Attend mandatory staff meetings to discuss upcoming events, news, and concerns.
- Attendance at training events is mandatory unless your absence is approved in advance by professional staff.

**Remuneration:**

- A rate of \$8.00 per hour (before federal and state taxes).

**For additional information please contact:**

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Email:

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