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.

UPDATED: 12/11/17
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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Phone: (404)
Email:

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