

The Ohio State University
POSITION DESCRIPTION

Name:	Position #:	00099547 (Active)
Employee ID:	Jobcode/Classification:	7968 Student Assistant
Effective Date: 3/2/2017	Working Title:	Member Services Associate

Class Indicator:	Student	Position Status:	Approved
Salary Admin Plan/Range:	STD / 01	Status Date:	1/29/2014
FLSA Status:	Nonexempt	Headcount:	
Senior A & P:	No	Target/Hiring Range:	\$8.35 to \$9.00 per hour
Reg/Temp/Term:	Temporary	Long Term Closure Code:	Standby
Full-Time/Part-Time:	Part-Time	Short Term Closure Code:	Standby
Appointment Length:	52/52 Weeks	Standard Hours:	10

College/VP Office:	Office of Student Affairs	1) Reports to Position #:	00079027
Department:	D4560 Rec Sports Admin	Working Title:	Sr. Assoc Dir for Programs & A
Position Organization:	45602 Rec Sports Facility Operations	2) Reports to Position #:	
		Working Title:	

Detailed Job Description:

The Member Services Associate (MSA) is an entry-level position that oversees the access points and Sport Shop equipment checkout desks within the Recreation and Physical Activity Center (RPAC). MSA's are responsible for greeting students and members as they enter the RPAC. Employees will control and grant access into the facility by monitoring for proper membership and identification. Duties also include leading tours, checking out rentable equipment, performing point of sale operations, cash handling, re-stocking products, laundry services, and providing information about programs, services and facilities while delivering exceptional customer service. This position will not need driver privileges.

Duties Description:

Duty Pct	Duty Description
25	Control access to facility by checking for proper membership and identification.
25	Operate point of sale software including product sales and rentable equipment checkout while monitoring for late, damaged, or unreturned equipment.
20	Greet members, provide facility information, and deliver exceptional customer service
20	Perform laundry services, facility tours, re-stock products, and other duties as assigned
5	Assist in emergency responses within the RPAC
5	Attend all required meetings and trainings. Stay up to date with all job specific communication, expectations, and policies.

