Report ID: HRB540 Page 1 of 2

Run Date: 3/13/2017 16:10 PM

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

Student Position Status: Approved Class Indicator: Salary Admin Plan/Range: STD / 01 Status Date: 1/29/2014

FLSA Status: Nonexempt Headcount:

Senior A & P: Target/Hiring Range: \$8.35 to \$9.00 per hour

Long Term Closure Code: Reg/Temp/Term: Standby Temporary Full-Time/Part-Time: Short Term Closure Code: Part-Time 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 priveleges.

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.

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The Ohio State University POSITION DESCRIPTION

Name: Employee ID: Effective Date: 3/2/2017		Position #: Jobcode/Classification: Working Title:	00099547 (Active) 7968 Student Assistant Member Services Associate
Supervises:	0 Mgrs/Dirs 0 Supervisors	0 Non-Supervisory Prof Staff 0 Support Staff	0 Students
Minimum Education Requirement: HS Graduate or E #1 Major:		ent or equivalent educ/exp	#2 Major:
Additional Education Desired:	#1 Major:	#	#2 Major:
Experience:			
I have reviewed these	I have reviewed these job duties (Staff Member)		Date
Supervisor/Manager	Supervisor/Manager		Date
Unit Coordinator/HRP	•		Date
Office of Human Reso	ources Approval		Date