

## JOB DESCRIPTION



<b>Department</b>	Member Services
<b>Location</b>	Pleasant Prairie RecPlex, 9900 Terwall Terrace, Pleasant Prairie WI 53158
<b>Job Title</b>	Member Services Administrator – Level I & Level II
<b>Classification</b>	Hourly/Non-exempt
<b>Pay Range</b>	Level I: \$17.31 - \$23.41 5B01 Level II: \$19.23 - \$26.06 5C01

### Job Summary

The Member Services Administrator is a full-time, customer service and administrative position in the Member Services Department of the Village of Pleasant Prairie RecPlex and reports directly to the Recreation Services Coordinator. The primary responsibility of this position is to provide day-to-day operations support of the Member Services desks in a professional, service-oriented manner, provide coordination of membership sales, and support in the implementation and development of membership retention programs. This position has a flexible schedule, but requires availability for holidays, weekends, and occasional overtime.

### Job Duties

#### Member Services Administrator – Level I

- Welcomes and provides excellent customer service and responds to calls, questions, concerns, and feedback from RecPlex members and guests.
- Ensures that new guests are greeted professionally and politely; provides comprehensive tours and updates records and confirms potential member prospecting and tracking is implemented daily/weekly/monthly.
- Monitors building access to ensure building safety and that services and guidance are offered promptly.
- Assists with training Member Services Representatives, the coordination of staff schedules, and the daily operations of the Member Services Department.
- Accurately and efficiently receives and processes membership and day pass, special events, and recreation program transactions in accordance with RecPlex policies and procedures.
- Accurately provides cashiering and point-of-sale (POS) machine management, develops invoices, receives payments, and performs daily reconciliations.
- Maintains a high level of confidentiality in general and particularly as it relates to departmental information.
- Adheres to all Village, Department, and RecPlex rules, regulations, policies, standard operating procedures, and guidelines.
- Participates as a Manager on Duty with a rotational schedule and opens / closes the facility; conducts physical inspection of the entire building; ensures the safety of employees and patrons; and ensures all required paperwork is completed.
- Contributes to a positive work culture, promotes teamwork, and provides excellent service to the community.
- Performs other duties and special assignments as directed within the scope of the Membership Services Department.

#### Member Services Administrator – Level II

##### *In addition to Level I*

- Participates in the recruitment and selection of new Member Services staff and supports the member services schedule to ensure adequate coverage.
- Monitors and supports in the management of facility usage and membership / guest satisfaction, which includes, but is not limited to, providing new member orientations and servicing membership accounts.
- Supports the recruitment and retention of Corporate Memberships through events, tours, agreement initiation, and regular touchpoints.
- Updates and supports in the development of marketing materials, email campaigns, and staff education to promote the recruitment of new RecPlex members.
- Undertakes special projects and performs research as requested by management; participates in program evaluation and future planning.

### Physical Requirements

- Requires frequent public interaction and the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Primarily indoor fitness/recreation environment with possible exposure to varying temperatures and humidity, slippery surfaces, and pool chemicals.
- Constantly operates computer, phone, copier, and other office equipment.
- Must be able to frequently stand for long periods of time with limited or no breaks.

- Must be able to perform the essential functions of the position with or without reasonable accommodations.

**Requirements - educational, certifications and experience – Level I**

- High School Diploma or the equivalent required. Associates degree in an administrative profession, business management, or recreation administration is desirable.
- Current, valid Driver's License.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- CPR/AED and Standard First Aid Certification required within 3 months of hire.
- Strong oral communication and interpersonal skills for working with a diverse population including other employees, public officials, and the general public.
- Strong written communication skills and attention to detail for developing reports, correspondence, and organizational communications.
- Ability to multi-task, organize work, and manage work schedules and deadlines effectively.

**Requirements - educational, certifications and experience – Level II**

***In addition to Level I***

- 2+ years of experience in customer service, administrative, and /or recreation facility management.
- Supervision experience highly desired.
- CPR/AED and Standard First Aid Certification required within 3 months of hire.
- An equivalent combination of experience, education, and training which provides the required knowledge, skills, and abilities will be considered.

I have read and understand the job duties and physical requirements of this position.

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Signature

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Date

Village of Pleasant Prairie is an Equal Opportunity Employer.