

## 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 Representative
<b>Classification</b>	Hourly/Non-exempt
<b>Pay Range</b>	\$12.00- \$17.00/hr. PT1217

### Job Summary

The Member Services Representative reports to the Recreation Services Coordinator. The primary purpose of this position is to provide customer service and administrative support to overall RecPlex operations. Other responsibilities include, but not limited to: directing members and guests for events; maintaining access control for the facility; and enforcing age policies for each location.

### Job Duties

- Open and/or close the Member Services desks.
- Welcome members and guests to the RecPlex and respond to questions accurately and thoroughly.
- Answer all incoming calls and direct as necessary.
- Competently resolve any guest issues or concerns.
- Utilize the software system needed to effectively manage the RecPlex to create reports, reservations, programs and memberships of the RecPlex and other facilities managed by the Recreation Department.
- Understanding what is included in our membership packages, the membership contract obligations and the Village ordinance.
- Accurately and thoroughly complete department forms.
- Make retention phone calls, update member files, and maintain retention folders.
- Knowledge of every area of the facility and ability to provide comprehensive tours of the facility.
- Provide effective interpersonal communication between RecPlex management and staff, the Recreation Department and the Village Administration.
- Participate in and may assist with scheduled in-service trainings and staff meetings.
- Must have knowledge of and be willing to follow Village policies and procedures.
- Maintain positive working relationship with supervisors, co-workers, departments; promote teamwork and support overall goals of the RecPlex.
- Efficiently and accurately count money, figure change, and issue receipts.
- Maintain a clean and organized workspace.
- Consistently strive to follow through or exceed the expectations of RecPlex members and prospective customers.
- Adhere to all department policies and procedures.
- Must be able to safely follow all emergency procedures including fire, tornado, lock down and any other emergency that may occur.
- Calmly and safely handle medical emergencies including providing first aid and CPR.
- Performs other duties and special assignments as directed within the scope of the Member Services Department.

### Physical Requirements

- Must be able to listen and communicate effectively as well and understand operating procedures and written directives.
- Member Services is the face of the RecPlex so you will be expected to be energetic, enthusiastic and motivational.
- Must be able to work for long periods of time requiring focused concentration and multi-tasking abilities.
- Work is performed in an indoor environment requiring listening, communicating, standing for long periods of time, walking, typing, and lifting and carrying a range of weight up to 50 pounds.
- Flexible schedule; hours will be set by Member Services Management Staff and may include evenings, weekends, and holidays.

### Requirements - educational, certifications and experience

- Must be at least 16 years of age.
- Excellent customer service skills and previous experience in the field.
- Knowledge of recreational software preferred.
- Must have or obtain CPR/AED and First Aid within three (3) months of hire.

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

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Signature

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Date

Rev. 2/2023

Village of Pleasant Prairie is an Equal Opportunity Employer.