



Membership – Graduate Assistant

Start Date: September 1, 2017

Description:

The Department of Physical Education, Recreation, and Dance is currently seeking one Graduate Assistant from September 1, 2017 to May 31, 2018. There is possibility of employment during the summer prior to September if interested.

This position requires approximately 20 hours per week but collateral duties may apply. The award consists of a \$10,000 stipend and 8 credits tuition remission per semester. The position is renewable for a second year contingent upon the satisfactory performance of the individual during the first year.

Responsibilities may include but are not limited to:

- Assist the Manager and Assistant Manager of Membership
- Act as a liaison between Membership and FitRec Front Desk Assistants
- Support Front Desk Assistants with membership related inquiries, concerns and questions
- Ensure that proper membership policies and procedures are followed
- Contribute to overall marketing of facility and programs
- Perform administrative functions related to membership cancellations, fitness reimbursement requests, marriage certificates and informed consents
- Resolve customer concerns by providing accurate information via email, phone, or in person.
- Create and distribute FitRec ID cards for new members
- Responsible for coordinating, communicating and distributing Membership and Facility announcements
- Manage credit card declines. This includes using systems to identify monthly memberships that have been put on hold for non-payment, communicating directly with members on how to update credit card information and organizing all information.
- Assist in the creation, promotion and execution of member programs including open houses, open enrollments, wellness fairs, and orientation programs and new member promotions
- Ongoing management of the cancellation database which includes database entry, spreadsheet management and some basic tables and graphs
- Maintain and update membership database with the most accurate information
- Complete special projects as assigned

Minimum Qualifications:

- Bachelor degree from accredited college or university (Communications, Marketing, Public Relations, or related field)
- Previous experience in customer service is required
- Experience with Microsoft Word, Outlook and Excel is required. VSI RecTrac knowledge helpful but not required
- Strong communication skills and ability to work with a variety of personality types
- Strong writing/editing skills and careful attention to details required



Supervisory experience including training, assigning tasks, and follow-up is preferred
Must be extremely well organized and able to effectively manage a number of projects simultaneously

- Demonstrated ability to be self-motivated, creative, detail and deadline oriented
- Positive Attitude is a must
- Must be accepted into a graduate degree program at Boston University
- Must be able to work late afternoon and evening shifts

Application Process:

No phone calls. Send or e-mail cover letter and resume to:

Todd Stewart

Assistant Manager, Membership

Boston University, Department of Physical Education, Recreation & Dance

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