

Membership Graduate Assistant
Start Date: September 1, 2019
Preferred Start Date: Summer 2019

Description:

The Department of Physical Education, Recreation, and Dance is currently seeking one Graduate Assistant from September 1, 2019 to May 31, 2020. There is possibility of employment during the summer prior to September if interested.

This position is offered to accepted candidates in a BU graduate program. It requires approximately 20 hours per week but collateral duties may apply. The award consists of a \$10,000 stipend, paid over a nine-month period, 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 Membership with various aspects of the following:
 - 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

- Assist Facility Management team with various aspects of the following:
 - Facility Supervision – opening, closing, weekend and holiday shifts
 - Student Staff Development – training and supervision
 - General Facility Operations – assisting staff, members, and instructors with basic facility-related needs, equipment and information
 - Access control/facility security oversight

Schedule:

Graduate Assistant will work collectively with the existing facility staff to cover all building hours, including weekday opening hours (5:45am-10am), weekday closing hours (3:30pm-11pm) and weekend closing hours (2:30pm-10:30pm) while also having weekly office hours. Reasonable exceptions can be made for class, internship or other conflicts.

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

Application Process:

To apply, please send a resume, cover letter and three references to Tim Gorka, Membership Manager via email at tmg1293@bu.edu. Application review will begin immediately.