

Member Services Staff

Campus Recreation's mission is to create an inclusive environment that inspires movement and community. In addition to offering an award-winning fitness facility, we strive to be a place where members can connect with one another in a safe and positive environment.

Campus Recreation includes three fitness spaces: Campus Recreation Center, the Fitness Center at CARE/Crawley, and the Siddall Fitness Center. Our three facilities offer many ways for members to get active – from cardio and weight equipment, to group fitness, swimming pools, a climbing wall and more. We look for teammates who uphold the same values as we do: teamwork, educating, problem-solving, curiosity, and fun.

Connect. Energize. Thrive. Explore Campus Recreation.

Job Title and Overview

The Member Services Staff is responsible for granting access to the facility, processing and scheduling services and payments, selling memberships, and issuing equipment rentals. Staff members must provide members, prospective members, and guests with accurate information about University of Cincinnati Campus Recreation.

Essential Job Functions

- Granting access to Campus Recreation facilities (Campus Recreation Center and Fitness Center at CARE/Crawley)
- Selling memberships, day passes, programs, packages, and Pro Shop items
- Answer questions from members regarding facility, memberships, and programs at the member Services desk and over the phone
- Process payments for memberships, day passes, programs, packages, and Pro Shop items
- Enroll participants in programs
- Issue equipment rentals (dip belts, basketballs, towels, etc.)
- Enforce Campus Recreation policies
- Other duties as assigned

Minimum Qualifications

- At least 16 years of age
- Enrolled at a post-secondary institution or a secondary school at least part-time (one (1) or more credit hours if at a post-secondary institution), except for summer term, or will be a registered student during the next academic term.

Additional Information

- Campus Recreation provides additional development opportunities for staff beyond job duties including the possibility to attend varying conferences at state, regional, and national levels as well as inner-departmental committee opportunities through our student-led organization, Recreational Development & Leadership (RDL).
- This position may require early mornings, late nights, and holidays.
- This position requires a minimum of 5 hours and allows for a maximum of 24 hours (non-international employees) and 20 hours (international employees) per week.
- Skills acquired include teamwork, problem-solving, customer service, communication, and data processing/entry.

Physical Requirements/Work Environment

- Standing – often
- Talking – often
- Walking – often
- Bending – often
- Pulling, pushing – often

Compensation and Benefits

- Pay rate - \$11.15/hour
- 20% discount of programs and services (excluding Pro Shop)