

**JOB INFORMATION**

Effective Date	10/18/2021
Job Code:	3557
Job Title:	Coordinator, Member Services and Special Events
Salary Grade/Structure:	020 - Admin-Professional
Career Level Name:	P1 - Entry Professional
FLSA Name:	Exempt
EEO Code:	70-Service, Maintenance
Job Function:	Student Health & Wellness
Job Family:	Physical Fitness
Job Summary	The Coordinator of Member Services and Special Events is responsible for managing member services aspects of the department, including, but not limited to: membership sales, product or service sales, generating monthly, annual and ad hoc reports showing data related to memberships and revenue generation, be the main point of contact for Innosoft Fusion software (facility and member management software) training, technical support, managing updates and upgrades, including RWConnect, Freedom Pay, PCI compliance. Business functions directly associated with the sales or intake of money will also fall under the responsibility of this coordinator but they will work jointly with Coordinator for Business Services. Manage majority of facility requests and event management.

**COMPETENCIES**

## Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

## Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree	Bachelor's Degree in Health Performance, Kinesiology, Higher Education, Sports Management, Business, Marketing, Human Resources or related field.	Required	
Master's Degree		Preferred	

## Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	in a customer-focused position and/or one year of event planning	Required	
Less than 3 yrs	Two (2) years' experience developing departmental administration, recreational or family programming, and facility management with a university/college campus. Two (2) years of experience working in a	Preferred	

## Work Experience

Experience	Experience Details	Required/ Preferred	
	higher education environment with college students One (1) year of supervisory or management of staff experience.		

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	CPR/First Aid/AED instructor certification with American Red Cross mandatory (must be obtained within six months if hired), valid Texas drivers license.	within 180 Days	Required	
	Preferences given to those candidates with fitness certifications through the ACE, ACSM or NSCA, NIRSA membership, other professional associations, Texas Parks and Recreation.		Preferred	

## Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of, or the ability to learn, university policies and procedures, office and university-specific software.	Basic
• Ability to exercise sound judgment in making decisions.	Basic
• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.	Basic
• Coaching and Developing Others - Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.	Basic
• Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.	Basic
• Working knowledge of various computer software needed to perform above duties (Microsoft Office Suite, web-based software, Innosoft Fusion, Microsoft Teams, Zoom, PeopleSoft (university payroll system), and other related software.	Basic
• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.	Basic
• Obtaining, processing, and relaying information - Observing, receiving, and otherwise obtaining information from all relevant sources and effectively leveraging that knowledge for the benefit of the department, program, and university. Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.	Basic
• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person	Basic
• Guiding, Directing, and Motivating Subordinates - Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.	Basic

## JOB RESPONSIBILITIES

Campus Security Authority ☒

Remote Work Capable ☐

## Essential Functions

Essential Function	% TIME
• Coordinate day-to-day member services functions including customer service, managing departmental email and phone lines, membership and services sales, member needs, sales of day passes and management of guest passes, facility access for all members. Work cooperatively with the Coordinator for Informal Recreation and Facilities to ensure a safe and positive experience for student staff and members while using any departmental facility.	20%
• Hire, train, supervise and evaluate Member Services assistants including: program assistants and assistants. Assist with hiring, training and on-going development for all Operations-related staff related to their member service responsibilities. Monitor and ensure compliance of required staff certifications related to cash handling training for all departmental staff which perform sales functions.	10%
• Assist with management, application, and uses of the Innosoft Fusion point of sale and member management program, including membership, equipment and locker rentals in all facilities. This includes being point of contact for RWConnect management from all departmental staff.	10%
• Track and compile information and data in conjunction with monthly, mid-year, yearly and ad hoc reports. Utilize information to work collaboratively with other leadership positions in the development, review and implementation of policies and procedures related to all departmental operating procedures.	5%
• Assist in developing marketing and promotion efforts around membership development and retention in conjunction with the marketing area including marketing materials, incentives, preview events, member recognition, member satisfaction, and general assessment.	10%
• Responsible for the intake and processing of any facility rentals or reservations including follow-up to all requests, creating quotes and MOU or contracts, event planning assistance, event management, and all post-event processes including payment collection and event feedback.	15%
• Serve as the main point of contact for all departmental, divisional, university, or external special events utilizing space managed by the Department.	10%
• Create and implement the sale of basic fitness/wellness products. Assist in the departmental and divisional efforts for training and development, special events, risk management, and other functions not specific to a single functional area or department.	10%
• Assist with early morning, mid-day, night, and weekend coverage as needed.	5%
• Additional duties/responsibilities as assigned.	5%

## PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

### Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

### Travel Requirements

Estimated Amount	Brief Description