



## STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY

<b>Title:</b>	<b>Member Services Supervisor</b>
<b>Department:</b>	Campus Recreation
<b>Hourly Rate:</b>	\$ 14.00
<b>Posting Date:</b>	June 9, 2017
<b>Hours:</b>	15-20 hours per week; shifts based on operational need of the organization

### General Duties:

Under minimal supervision from the Member Services Coordinator, the Member Services Supervisor provides programmatic oversight and supervision and directly supports the Member Services Coordinator in program development and implementation. The Member Services Supervisor performs routine and complex assignments requiring specialized knowledge, prior relevant experience, and considerable independent judgment and decision-making. Assist with the overall management of the Member Services program; Assist with recruitment, training, scheduling, supervision and evaluation of Member Services staff; Assist with program and services development and implementation; Enforce rules and regulations regarding use of the Bronco Recreation and Intramural Complex (BRIC); Provide emergency care and treatment as required until the arrival of emergency medical services; Present professional appearance and attitude at all times, and maintain a high standard of customer service; Prepare and maintain appropriate activity reports; Perform other related duties as assigned; Attend and assist in development and execution of orientations and trainings.

### Qualifications:

Current American Red Cross First Aid/CPR/AED certifications (Employment offer contingent on obtaining CPR/AED certification within 30 days of hire)  
Outstanding customer service skills and related work experience  
Ability to lead staff that can be demonstrated through previous supervisory experience  
Advanced proficiency using membership management software, preferred  
Strong conflict resolution skills  
Ability to react calmly and effectively in emergency situations  
Ability to follow routine verbal and written instructions  
Ability to effectively communicate clearly and concisely, both verbally and in writing  
Ability to maintain professional work conduct  
Ability to make independent decisions and make recommendations  
Ability to adhere to work rules, follow directions, use time effectively and work productively without close supervision  
Demonstrated ability to work with an ethnically diverse and culturally pluralistic student population and campus community  
Ability to operate a computer workstation using word processing, spreadsheet and other computer applications

### Work Environment:

While performing the duties of this job, the employee is frequently required to sit, talk and hear; manual dexterity, eye-hand coordination, and verbal communication; use of office equipment: telephones, calculator, copier and fax. Must be able to walk, stand, bend and lift up to 45 pounds.

### Employment Eligibility:

Employment with ASI is open to any Cal Poly Pomona student who is eligible to work and has the legal right to work in the United States. In addition, the employee must be currently enrolled and in good academic standing. Individuals enrolled only in extension courses are not eligible for hire. Applications for employment are available at the ASI Human Resources Office located on the second floor of the Bronco Student Center, Room 2325 or online at the ASI website: [www.asi.csupomona.edu](http://www.asi.csupomona.edu)

### Mandated Reporting Requirement:

In compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and the CSU Executive Order 1083, each ASI employee is designated as a mandated reporter and is required to sign an Acknowledgment of Mandated Reporter Status and Legal Duty to Report Child Abuse and Neglect.

### About Associated Students Incorporated:

Established in 1963, Associated Students Incorporated (ASI), is a recognized auxiliary organization of Cal Poly Pomona that is led, funded and mainly staffed by students. Guided by the core commitments to the promotion of student development and provision of quality facilities, programs and services, ASI provides for student representation at the campus and system-wide level and offers leadership development through student government, student-led programming, student employment and student involvement in a wide array of Bronco Student Center programs and services, including the Bronco Fitness Center, as well as the Children's Center. ASI fully supports the enrichment of student life by providing annual funding support for student clubs and organizations, diversity programs, athletic scholarships and academic support programs.

**ASI is an Equal Opportunity Employer**