



## STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY

<b>Title:</b>	<b>Member Services Attendant</b>
<b>Department:</b>	Campus Recreation
<b>Hourly Rate:</b>	\$12.00
<b>Posting Date:</b>	April 8, 2019
<b>Hours:</b>	15-20 hours per week; shifts based on operational need of the organization

### Position Definition:

Under immediate supervision from the Member Services Coordinator, the Member Services Attendant provides coverage for the membership services areas to include front entry, retail and point of sale operations.

### Essential Duties:

- Provide a variety of services to guests and members of the Bronco Recreation and Intramural Complex (BRIC) including but not limited to program registration, sales, facility tours, and access control.
- Utilize membership management software to manage memberships, registrations, point of sale, and other related functions
- Maintain cash drawer and related responsibilities, including counting in/out, recording sales, and making change.
- Assist with program and services implementation
- Enforce rules and regulations regarding BRIC use
- Provide emergency care and treatment as required until the arrival of emergency medical services
- Present professional appearance and attitude at all times.
- Maintain a high standard of customer service, including greeting patrons upon entry and exit from the Bronco Recreation and Intramural Complex (BRIC)
- Attend and assist in development and execution of orientations and trainings
- Perform other duties as assigned

### Qualifications:

- Current American Red Cross CPR/AED for the Professional Rescuers and First Aid certifications or equivalent required
- Cash handling experience, preferred
- Outstanding customer service skills and related work experience
- Proficiency using membership management or similar 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 adhere to work rules, follow directions, use time effectively and work productively without close supervision
- Demonstrated ability to work with a diverse student population and campus community
- Ability to operate a computer workstation using word processing, spreadsheet and other computer applications
- Ability to satisfactorily complete a background check (including a criminal records check)

### Position Sensitivity:

Based on the duties and responsibilities of this position, this position has been designated to be a sensitive position with access to sensitive data.

### Background Check:

A background check (including a criminal records check) must be completed satisfactorily before any candidate can begin employment with Associated Students, Inc., Cal Poly Pomona. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current ASI employees who apply for this position.

### 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 for at least 6.0 units (undergraduate) and 4.0 units (graduate) at the end of the add-drop period, have a minimum 2.0 GPA and be in good standing with the University. Individuals enrolled only in Extended University are not eligible for hire. Exceptions to the unit load requirement are allowed during the summer term and for students who have applied for graduation for the current term. Applications for employment are available at the ASI Human Resources Office located on the first floor of the Bronco Student Center, Room 1216 or online at the ASI website: <https://asi.cpp.edu/employment-opportunities/>

**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.

**Systemwide Smoke and Tobacco Free Environment EO 1108:**

Cal Poly Pomona is a smoke and tobacco-free campus. Please refer to the link below for policy information.  
<http://www.calstate.edu/EO/EO-1108.html>

**About Associated Students Incorporated:**

Established in 1963, Associated Students, Inc. (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 Recreation and Intramural Complex (BRIC), 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**