

Member Services Assistant

RecSports strives to engage and develop all Vols for a better future by delivering recreational experiences that enhance the growth and wellbeing of our students and community. We're looking for students who want to maximize their professional experience while serving the University of Tennessee campus community.

RecSports Departmental Responsibilities:

- Uphold and exceed the expectations of the RecSports mission and vision.
- Provide exceptional service to participants and guests.
- Enforce RecSports policies and procedures to promote a safe and inclusive environment.
- Communicate professionally with participants, coworkers, and supervisors.
- Demonstrate a desire to be a productive and contributing team member to your program and department.

Job Responsibilities include, but not limited to:

- Actively greet and direct patrons upon Membership & Outreach Office entry
- Answer phones and participant questions, providing a high level of customer service
- Operate the Point-of-sale system to checkout and sell memberships to eligible participants
- Be familiar with RecSports policies and relay those policies to patrons and their guests
- Occasionally assist with Outreach duties such as tabling, giving presentations and tours, assisting with social media content
- Assist in other member service duties as assigned

Job Location:

- Tennessee Recreation Center for Students (TRECS) Membership and Service Office

Qualifications:

- Must be 18 years of age at time of hire to be eligible to work
- Must be willing to work shifts on Mondays - Fridays between 9am - 5pm
- Must be willing to work during semester breaks and during summer months

Pay Rate: Starting rate of \$11.00/hour

NACE Competencies:

Professionalism:

- Providing consistent customer service and assisting with duties as assigned reflects a dependable work ethic and willingness to uphold organizational standards.

Communication:

- Explaining membership options and RecSports policies means staff must be able to convey information accurately and, in a customer-friendly way.

Interested applicants should complete the [RecSports Student Employment Interest Form](#). Please be prepared to upload a current class schedule and an optional resume.

For more information, please contact Eric Harrel eharrel6@utk.edu