



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	120-4200-001 120-4200-002 120-4200-003 120-4200-004 120-4200-005	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	Business Assistant	<b>Department:</b>	Cherokee Life Program
<b>Reports to:</b>	Business Program Supervisor I	<b>Division:</b>	Community, Education & Recreation Services

**Primary Function:** Assists Business Supervisor in all day-to-day operations of the business office. To include: membership sales, facility tours, preparation of reports, posting payments, filing, answering telephones, computer data entry, billing, membership retention and promotional events, assisting members with general questions, assisting front desk, assisting in transitional memberships, taking and printing pictures, membership tracking, and follow up with members by phone and by mail.

- Job Duties and Responsibilities:**
- Courteously greets fitness center members and refers to members by their first name whenever possible.
  - Registers and orients new members to the facility.
  - Assigns various exercise equipment, lockers, and towels.
  - Sells memberships.
  - Accurately enters membership information into the computer system with keyboard skills.
  - Greets visitors, makes necessary notifications, assists as needed to facilitate contact with appropriate persons, and directs to specified office. Provides option of facility orientation tour.
  - Operates cash register.
  - Opens and closes facility as needed.
  - Assists with checking in new inventory and receives deliveries.
  - Responsible for maintaining adequate change in cash register.
  - Assesses for outdated inventory and report as needed.
  - Assists with reordering of inventory daily.
  - Participates in performance improvement.
  - Performs other administrative duties, like filing and maintaining patient information.
  - Answers central phone system, directs incoming calls, and takes/delivers messages as required.
  - Maintains a variety of records, files, and logs.
  - Performs various clerical tasks in support of daily operations such as: filing, typing, making copies, assembling notebooks, etc.
  - Monitors copier operations and secures maintenance as required through contract service agency.
  - Compiles and types a variety of memos and correspondence, as requested.
  - Operates a variety of office equipment such as central phone system, FAX, computer and related software, copier, etc.
  - Assists with laundry and folding of towels.
  - Maintains a neat and orderly work area and office reception area.
  - May be necessary to work when administrative leave is granted.
  - Performs duties according to established safety procedures and all tribal accounting policies

and procedures.

- Performs other duties as assigned.

**Education  
/Experience:**

Prefer experience in Health and Fitness and/or accounting and business experience. Must possess strong communication, computer and customer service skills. Prefer AED, CPR, and basic First Aid certifications. Three to six months on the job experience would be necessary to learn most phases of the job. Requires a valid NC Drivers License.

**Job Knowledge:**

Must understand the orientation, registration, and payment process at the Fitness Center and the understanding of basic cash processing procedures. Requires thorough knowledge of the operation of a network telephone system. Must know the Fitness Center organizational structure, and personnel as well as their area of responsibility. Requires basic clerical skills including typing, filing, and record keeping, Must have good verbal communications and knowledge of business etiquette. Must know general office procedures and flow of work. Requires skill in the use of copier, FAX, and related office equipment and club software. Must have basic computer, typing, cash handling, and reconciliation skills. Must be able to work independently and possess high level of interpersonal, communication, and conflict resolution skills. Must be able to understand and respond to non-verbal signals and mannerisms. Must possess a high standard for customer service.

**Contact with  
Others:**

Works closely with members, Fitness Center Employees, Human Resources, Revenue, and Recreation staff. Interacts frequently with co workers in the exchange of information. Has extensive outside contacts in person and by phone where a positive public image must be maintained. Nature of contacts requires the use of tact, courtesy, and business etiquette on the phone and in person. This position often portrays the "first impression" of the Fitness Center.

**Confidential Data:**

Has knowledge of phone messages, contacts, and Fitness Center visitors, which should be kept confidential. Must adhere to all tribal confidentiality policies and procedures.

**Mental /Visual  
/Physical Effort:**

Level of concentration varies with duties from intense to general. Is subject to frequent interruptions, by phone and in person, which require varied responses and follow through. Must give attention to several activities concurrently. Physical requirements of the job include sitting, mobility, reaching, bending, light lifting, manual dexterity, visual acuity, and the ability to speak and hear.

**Environment:**

Fitness Center and general office environment.

**Responsibility for  
Accuracy:**

Proofing and editing procedures would detect most errors. Failure to properly take and deliver messages could have negative results and cause confusion or delays. Reports to the Business Supervisor I.

**Resourcefulness &  
Initiative:**

Follows well defined procedures and guidelines in job duties. Must use judgment and be resourceful in analyzing situations quickly, responding appropriately, or in determining proper referral. Initiative is required to maintain accuracy and work efficiently.