



Eastern Band of Cherokee Indians

MEMBER SERVICES REPRESENTATIVE

Position Description

Program:	Cherokee Fitness Complex	Reports to:	Supervisor - Business Operations
Division:	Education	Position Number:	912042002; 912042003; 912042004; 912042005
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	7	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Assists Supervisor- Business Operations 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.

ESSENTIAL DUTIES, FUNCTIONS, & 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.
- Membership Sales..
- 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- Assesses for outdated inventory and report as needed.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.

MEMBER SERVICES REPRESENTATIVE

Position Description

- 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.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience: Two (2) years of related experience required.

Education: High School Diploma or GED Equivalent required.

Licenses & Certifications: Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key 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 a copier facsimile, 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.

Safety/Accuracy Focus:

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

Key Relationships:

Works closely with members, Fitness Center Employees, Human Resources, Revenue, and Recreation staff. Interacts frequently with coworkers 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.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. 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.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment.

MEMBER SERVICES REPRESENTATIVE

Position Description

Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has knowledge of phone messages, contacts, and Fitness Center visitors, which should be kept confidential. Must adhere to all Tribal confidentiality policies and procedures.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

AED, CPR, and basic First Aid certifications preferred.

WORK ENVIRONMENT

Work Environment: Fitness Center and general office environment.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. 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.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

MEMBER SERVICES REPRESENTATIVE

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ACKNOWLEDGMENT

I have reviewed the content of the **Member Services Representative** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date