

Graduate Assistant Customer Service and Fitness

Position Summary

The purpose of this position is to assist with customer service, membership, public relations and the fitness program (including group exercise and personal training) for the Department of Recreation and Wellness. This individual hires, trains, and supervises a student supervisor and student employees in the customer service and fitness areas. Additional duties include serving as the CLASS administrator for membership and program registration.

Essential Duties, Tasks and Abilities

- Supervise, hire, train, schedule and evaluate customer service and fitness employees (approximately 40 students).
- Supervise student supervisors in customer service and fitness.
- Maintain and coordinate student employee files with administrative assistant.
- Regularly check CPR, First Aid, AED and other records of customer service and fitness employees.
- Hold monthly meetings with student employees and record meeting minutes on Blackboard.
- Provide excellent customer service and maintain positive relations and rapport with members of the SRC.
- Assist with special events in the facility including swim meets and late night events.
- Ability to use of Class facility booking, program registration and point-of-sale modules.
- Complete evening supervision in the Student Recreation Center.
- Serve on a minimum of one Recreation and Wellness standing committee.
- Attend weekly meetings with direct supervisor(s).
- Attend professional and student staff meetings.
- Promote the mission of Recreation and Wellness.
- Perform other duties as required by the professional staff.

Knowledge, Skills and Abilities

- Excellent student development and leadership skills
- Strong customer service skills
- Excellent writing skills
- Attention to detail
- Higher education experience (preferred)
- Ability to lift a minimum of 50 lbs
- Ability to withstand possible continuous standing.

Requirements

- 3.0 undergraduate GPA (on a 4.0 scale)
- (Preferred) CPR/FA & AED certified
- Fitness Certification for Group Exercise and Personal Training
- Acceptance into BGSU Graduate College Degree program
 - Master's Degree in College Student Personnel
 - Master's Degree in Sport Administration
 - Master's Degree in Recreation
 - Other accepted graduate program

<http://www.bgsu.edu/offices/ohr>

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