**Graduate Coordinator for Member Services**

**Member Services Responsibilities:**

- Assist with the hiring, management and development of the member services student staff
- Oversee membership and point of sale program (Innosoft Fusion) including the online member portal and app. Troubleshoot software issues.
- Assist with inventory and effective tracking of all point-of-sale items, memberships, locker rentals and equipment
- Facilitate updates to members accounts
- Oversee front desk operations to ensure effective customer service delivery
- Effectively respond to member comments and suggestions
- Assist with membership services programs, including promotional activities and special events
- Develop a member engagement strategy to improve the student/member experience, recruitment and retention
- Generate usage reports and develop plans to target underrepresented populations
- Assist with department and/or division-wide programs, events and initiatives
- Assist with all staff trainings and meetings
- Assist in coordination, set-up, breakdown and supervision of special events
- Represents department at university open houses, orientations and accepted student receptions

**Required Qualifications**

- Bachelor’s degree and acceptance into a [graduate program](#) at Rowan University
- Valid Driver’s License and/or ability to obtain valid Driver’s License required
- Weekend and evening availability
- Strong interpersonal, leadership, and communication skills, both verbal and written
- This position requires someone who is willing to work in a team environment to provide and uphold our quality service standards
- Knowledge and experience with desktop publishing and other computer applications in a PC or MAC environment
- CPR certification prior to employment
- The ability to lift 25 pounds or more
- Proficient in [Adobe Creative Cloud](#) software including Photoshop, Illustrator, and inDesign

**Preferred Qualifications**

- Bachelor’s degree in Business, Management, Human Resource Management, or service related major
- Experience working service oriented positions
- Experience supervising student staff
- Knowledge in working with google drive and microsoft office applications

**Compensation/Expectations:**

**Stipend/Benefits:**

- 20 hours weekly, 10-month commitment (summer optional) beginning July 1, 2020, but could start earlier
- $11,500 stipend and full tuition waiver for full-time enrollment (in and out of state)
- Total package worth approximately $28,000 annually. Summer employment eligible to be compensated additionally at a starting rate of $10/hr
- $1,000 professional development stipend to use for conferences, workshops, certifications, and tournaments
- Full funding of tuition is up to 36 credit hours over 2 academic years
- Funding beyond 36 credit hours will be reviewed and approved by the Director
- Graduate Coordinator is responsible for University fees, books, and health insurance
- Summer class and employment requests may be made to your direct supervisor for review and approval
• Additional employment outside of the Recreation Center must be reviewed and approved by your direct supervisor
• Rowan Graduate Coordinator parking permit
• Renewal of your Graduate Coordinator contract is contingent upon your work and academic performance

Additional Responsibilities for All positions:
• Attend bi-weekly Pro Staff meetings
• Ability to work evenings and weekend hours
• Assist with Campus Recreation special events, all campus recreation staff trainings and meetings, and other duties as assigned
• Participate in Campus Recreation committees
• Train as a building manager to work a minimum of 1 weekly shift and fill in on shifts as needed/assist with facility management
• Pass van certification to assist in transportation for Campus Recreation special events, conferences/workshops, and University functions
• Assist with Open House events and other marketing/outreach of campus recreation programs
• Develop and administer assessments and evaluations
• Lead new student employee hiring sessions
• Work collaboratively with other departments and Graduate Coordinators across campus

Application Process:

Questions concerning this position may be directed to Melanie Alverio - Assistant Director of Marketing & Member Services at (856) 256-4957 or alverio@rowan.edu.

For full consideration, a cover letter; resume; and names, phone numbers, and emails of three references should be sent to Melanie Alverio via email (alverio@rowan.edu). Applications will be accepted until the position is filled. Priority deadline is February 21st. Phone/Video interviews will be conducted after the priority deadline. Information about Rowan’s Campus Recreation can be found at www.rowan.edu/rec.

Rowan University is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, pregnancy, gender identity or expression, disability status, liability for military service, protected veteran status, affectional or sexual orientation, atypical cellular or blood trait, genetic information (including the refusal to submit to genetic testing), or any other category protected by law.