

**WARTBURG COLLEGE**  
**POSITION DESCRIPTION**

**Title of Position – Wellness Center Member Account Manager**

Preparation Date: April 2021

**Function of Position:**

Responsible to the Director of the Sports and Wellness Center for membership sales, facility software, child care center oversight, web page maintenance and program registration.

**Principal Duties and Responsibilities:**

- 1) Serve as main contact for the Sports and Wellness Center members and guests. Address inquiries via phone and e-mail; provide support to members/guests for community recreation registration, coordinate times for participants, and process refunds and changes. (25%)
- 2) Perform membership sales and program registration; process monthly billing for The W membership dues/credit card maintenance/monthly maintenance for past due accounts. (25%)
- 3) Provide oversight to Welcome Desk staff, train student and part-time staff in point of sales operations at the Welcome Desk and membership registration. (15%)
- 4) Manage Child Care Area: hire, train, supervise, establish hours of operation and evaluate personnel; maintain inventory and make recommendations for purchases for the area. Maintain a policies and procedures manual for the area. (15%)
- 5) Assist director with marketing and member communication efforts including web page maintenance and weekly updates. (5%)
- 6) Provide CSI software maintenance including changes and adjustments as necessary. Coordinate with IT staff for maintaining overall software function. (5%)
- 7) Coordinate payment and rosters for WHC members' fitness classes; compile report for reduced community recreation programming and reduced memberships. (5%)
- 8) Provide general office support for all full-time employees of the W. (2%)
- 9) Maintain faculty and staff information files. (1%)
- 10) Maintain office supply inventory. (1%)
- 11) Other related duties as assigned. (1%)

**Supervision:**

General objectives are set up for the employee by the supervisor. Employee proceeds independently working toward established objectives, requiring the use of a wide range of procedures. Employee prioritizes own work and resolves unusual cases in consultation with supervisor.

**Minimum Qualifications:**

Bachelor's Degree required. Requires two years related experience, excellent customer service and outstanding organizational skills.

**Application Procedure:**

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: [hr@wartburg.edu](mailto:hr@wartburg.edu). See [www.wartburg.edu](http://www.wartburg.edu) for further information about the college. Screening begins immediately and continues until position is filled