Office Assistant – Intramural Sports

POSITION SUMMARY

Under the direction of the Assistant Director, assists Intramural staff with daily operations pertaining to Intramural sports programming. This position will assist with the daily functions and administrative tasks to include the following duties: customer service, record keeping, promotional assistance and facility supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES

Primary Functions

- Assists with managing participant database and forms through IMLeagues, Fusion and CashNET; maintains privacy of members and guests personal information; completes filing as necessary to maintain an organized database system
- Assist with the collection, dissemination, and organization of intramural participation including: collection and maintenance of intramural rosters; accident report forms; ejection report forms; incident reports; and any other required record keeping necessary
- Assists with administrative tasks, data entry, reports, program statistics, filing and program assessment
- Assists with the hiring and training of competitive sports officials and intramural supervisors
- Assists with inventory tracking and facility equipment replacement
- Contributes to and attends regular staff meetings
- Consistently and confidently enforces all Campus Recreation and Intramural Sport policies to ensure a safe, professional, and enjoyable environment for all participants and guests
- Maintains excellent customer service and communicate customer comments, participant issues, or other important information as appropriate to professional staff
- Performs other duties as assigned

Customer Service and Collaboration

- Establishes and maintains working relationships with various Campus Recreation staff
- Greets all customers in a timely manner
- Assists all customers with questions and/or comments
- If unable to assist, refers customer to someone who can
- Maintains positive and effective working relationships with all customers
- Informs supervisor of any customer issues
QUALIFICATIONS

Minimum & Preferred Requirements

Education:

- Must be currently enrolled at University of Nebraska Kearney

Experience:

- Experience with event management and customer service preferred
- Proficient knowledge of intramural sport operations and Campus Recreation programs, facilities, and policies required

PERFORMANCE EXPECTATIONS

- Must be comfortable with computers, greeting members, and working in a fast paced environment
- Must be capable of maintaining positive working relationships with staff and customers
- Must be able to exercise tact and exhibit sound professional judgment
- Must be able to work with confidential items and understand the importance of confidentiality in project work
- Strong organizational skills required
- Must be able to follow oral and written directions and follow projects through to completion
- Must be professional and courteous at all times
- Must be punctual and regular in attendance: arrive on time and ready for the workday
- Must possess a friendly attitude and demeanor

KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal skills; ability to relate and communicate effectively with a diverse population of students, staff, faculty, colleagues and guests
- Must have strong English language skills and the ability to read, write and verbally communicate at a level appropriate to the duties of the position
- Ability to operate a computer, proficiency with Microsoft Office Suite (i.e. Word, Excel, PowerPoint) and ability to learn and utilize new software programs
- Ability to manage information flow (including internal, external and customer communication)

SCHEDULE & WORKING CONDITIONS

This is a part-time position. Flexibility and willingness to work irregular hours and days, including mornings, evenings, and weekends as needed by program schedule. Up to 20 hours per week; employee schedules vary according to business needs. Open schedule availability and willingness to pick up additional shifts on short notice preferred. Work shifts will be scheduled with full consideration of employee’s academic schedule.