

Josephine Delgado

April 8, 2022



Dear Josie:

Congratulations! I am pleased to offer you the position of Member Services Coordinator in the ASI Titan Recreation department at Associated Students, Inc., California State University, Fullerton.

Attached, you will find a job description, which outlines the specific duties for the position we are offering you. Also listed below are employee benefits and other specifics of your employment with Associated Students, Inc., California State University, Fullerton. Your responsibilities are provided in the attached job description and include other duties as assigned by your immediate supervisor, or other member of ASI Management.

- 1) In this Exempt role your semi-monthly compensation rate will be \$2,600.00. You will be classified as an Exempt employee, which means that you will not be eligible for overtime pay.
- 2) You will report to Aaron Tapper, Director of the Student Recreation Center, who can be reached by email at atapper@fullerton.edu, or by phone at 657-278-3648.
- 3) Your work schedule will be 8:00am-5:00pm, Monday through Friday unless otherwise defined and approved by your immediate supervisor. You are required to take at least a 30 minute unpaid lunch break, to begin by the end of the 5th hour of work. You are also entitled to 2-10 minute paid rest breaks in an 8 hour shift. The timing of those rest breaks should be agreed upon between you and your immediate supervisor.
- 4) Your first year of employment with Associated Students Inc., CSUF is considered an Introductory Period. Completion of the Introductory Period does not guarantee continued employment for any specified period of time.
- 5) Your employment is At-Will, meaning you are free to leave Associated Students Inc., CSUF at any time, without cause and/or notice. Likewise Associated Students, Inc., CSUF reserves the same right to end your employment, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.
- 6) Benefits include accrual of 6.67 hours of vacation and 8 hours sick leave per month. You will be eligible to participate in the health, dental, and vision insurance program beginning on the first day of the month following your date of hire.
- 7) Our offer to hire you is contingent upon the following:
 - (a) Submission of satisfactory proof of identity along with your legal authorization to work in the United States. A list of the documents to verify your identity and your authorization to work in the United States is available at the U.S. Citizenship and Immigration Services website: <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>. Details as well as instructions regarding your personal documentation are provided through this link. Please bring your documents with you on your first day of work. Failure to provide sufficient proof of identity and work authorization may delay your start and could potentially invalidate this offer of employment.
 - (b) As a requirement of your employment on the CSU Fullerton campus and in order to add you to the CSU-Fullerton systems and directories, you will be required to produce your Social Security Card.

- (c) Your employment is also contingent upon acceptable screenings prior to your first day of employment. These include:
- (i) Reference Check
 - (ii) Pre-Employment Screening
 - (iii) LiveScan Screening

- 8) Proof of compliance with the CSU COVID-19 vaccine and booster is required. This consists of submitting proof of vaccination to Associated Students Inc., CSUF on your first day. If you have a medical condition or religious reason that prevents you from receiving a COVID-19 vaccination, you may file for an exemption through Human Resources. Associated Students Inc., CSUF Management will review your exemption and determine whether your exemption will be approved.
- 9) Effective on your date of hire, you will be automatically enrolled in CalPERS Retirement at Tier 3, where 7.75% of your salary will be deducted from your paycheck on each pay date. The current PEPRA calculation is 2% at 62. If you have any further questions, please contact CalPERS directly.
- 10) Although your initial assignment is in the ASI Titan Recreation department, you may be transferred to another department as business needs dictate.
- 11) Following the receipt of your signed acceptance of this offer letter and job description along with the completion of all contingencies listed in section 7 of this letter, unless otherwise negotiated, you may begin your employment with Associated Students Inc., CSUF. You will be contacted by Human Resources to set your start date. You may report directly to Human Resources at 8:30 AM beginning your first day.

If you agree with and accept the terms of this employment, please sign below and return this letter to our office.

It is with great pleasure that we welcome you to the Associated Students Inc., CSUF team. We look forward to a mutually successful business relationship.

If there is anything that we can do in order to make your employment with Associated Students Inc., CSUF successful and enjoyable, please don't hesitate to contact me, your supervisor, or ASI Management.

Sincerely,



Andrea Okoh (Apr 8, 2022 11:22 PDT)

Andrea Okoh
Human Resources Director
Associated Students, Inc., CSUF
800 N State College Blvd
Fullerton, CA
657-278-7060

CC: Dr. Dave Edwards, ASI-CSUF Executive Director



CALIFORNIA STATE UNIVERSITY, FULLERTON • 800 N. STATE COLLEGE BLVD. • P.O. BOX 6828 • FULLERTON, CA 92834-6828 • ASI.FULLERTON.EDU

Josephine Delgado

I, _____, accept the terms of this offer of employment as stated in this letter, meaning you are free to leave Associated Students, CSUF, Inc. at any time, without cause and/or notice, and Associated Students, CSUF, Inc. likewise has the right to terminate your employment at any time, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.

Accepted by:  _____
Josephine Delgado (Apr 8 2022 13:00 PDT)

Date: 04/08/2022



Job Description

Job title: Member Services Coordinator

Work Location: ASI- Student Recreation Center

Division/Department: Titan Recreation

Reports to: Director of the Student Recreation Center

Supervisory Position

☒ Yes
☐ No

☒ Exempt
☐ Nonexempt

☒ Staff
☐ Student

☒ Full-time
☐ Part-time

Essential Duties and Responsibilities:

Under the general supervision of the Director of Student Recreation Center, the Member Service Coordinator is responsible for the effective and efficient operations of Student Recreation Center related to member and guest related business functions including facility software management, payment processing, member and marketing communications, membership sales, facility access, facility reservations, and customer service. This position requires an individual with proven leadership experience capable of working on a fast-paced, results-oriented team. A vital component of this position is a demonstrated ability to work autonomously with initiative, critical and creative thinking, as well as a strong commitment to student development, collaboration, and customer service

Diversity, Equity, and Inclusion are core values of Associated Students Inc. CSUF. We believe that the educational environment is enhanced when diverse groups of people with diverse ideas come together to learn. The Member Services Coordinator will support ASI's DEI plan in all programming, services, and interactions.

- Provide leadership and oversight of all member service operations including, but not limited to, front desk student staff, customer service, membership sales and renewals, program registration, pro shop sales, inventory, access control, and equipment checkout
- Responsible for the recreation management software functionality to ensure that all programs and registrations are conducted accurately.
- Develop and implement marketing strategies for membership and member services including membership promotions, membership appreciation events, special events, and on-going membership retention efforts
- Responsible for promoting and marketing the Student Recreation Center and Titan Recreation Department to include but not limited to; campus presentations, attending orientations, campus events; tabling, purchasing promotional items
- Responsible for increasing membership activation by students
- Responsible for increasing membership sales to faculty, staff, alumni, ASC, and community members
- Responsible for submitting daily and monthly accounting reports to ASI Financial Services.
- Assist with the daily operation of the Student Recreation Center. This includes but not limited to daily building walks, operations student staff supervision, building marshal, safety inspections
- Ensure compliance with general accounting principles, fiscal year-end closing, and all applicable audit requirements.
- Responsible for overseeing monthly payment plan process for the Student Recreation Center memberships
- Responsible for coordination of all member services staff including recruitment, training, supervision, evaluation, and discipline
- Responsible for student staff development – which includes, mentorship, leadership and assisting students with their academic and professional growth
- Responsible for the preparation, presentation, and implementation of the member services budget, to include managing and meeting expense and revenue goals.
- Coordinate in conjunction with Associated Students, CSUF, Inc. Marketing Department, member communications including, but not limited to: Titan Recreation newsletter, membership brochures, forms, and flyers; social media communications.
- Assist ASI Marketing and Communications Department in the development and execution of effective social media strategies and tracking results to demonstrate positive awareness and perception of the Student Recreation Center and Titan Recreation
- Ensure accurate inventory for retail merchandise and equipment for check-out

- Develop and prepare reports for the Director and Associate Director including but not limited to memberships and program usage, and customer satisfaction
- As a member of the Student Recreation Center team, meet regularly with other personnel to establish and ensure effective on-going communication and coordination between departments
- Provide support to the Director and the Titan Recreation team in the development and implementation of special programs, events, and projects
- Develop and implement an effective customer service program for both internal and external customers
- Responsible for accident/injury reporting and/or investigating, ensuring a safe work environment
- Review and evaluate member services operations to ensure that appropriate risk management precautions and procedures are in place or developed.
- Ensure that the department and facility follow the risk management requirements of the Associated Students, CSUF, Inc. (ASI), California State University (CSU) system, California State University, Fullerton (CSUF). This includes, but may not be limited to, the effective management of participant waiver and assumption of risk documents
- Participate in campus-wide collaborations that serve the overall mission of Titan Recreation, the Student Recreation Center, ASI, and the University as a whole
- Serve on campus boards and committees as well as system-wide associations
- Teach First Aid, CPR/AED classes
- Coordinate and conduct monthly student staff meetings and safety training meetings
- Establish and enforce policies and guidelines that provide for the effective operation of all recreation facilities
- Occasional evening and weekend hours required
- Perform other duties relating to the overall mission, vision, and values of Associated Students, CSUF, Inc. and Titan Recreation. This job description can be changed at any time.

Education:

- Required: Bachelor's degree from an accredited four-year college or university.
- Preferred: Master's degree from an accredited four-year college or university.

Experience:

- Equivalent to two to four (2-4) years of progressive supervisory responsibilities.
- Experience in providing customer service to a diverse population
- Experience with budgets, risk management, and supervision
- Ability to collaborate, form partnerships, and work effectively as a member of a goal-oriented team
- Commitment to student development and ability to motivate and work closely with students
- Experience with point of sale transactions
- Ability to operate an office workstation, utilize word-processing, spreadsheet and other software
- Ability to communicate clearly and concisely, both orally and in writing

Physical Requirements:


- Frequently required to sit, talk, listen, and walk; manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; clear verbal communication.
- Ability to perform the essential job functions safely and successfully with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards
- Ability to exert physical effort, including bending, squatting, reaching, or being on feet for long periods of time.
- Frequently stand/walk, sit, perform desk-based computer tasks, use a telephone, and grasp lightly/fine manipulation.

Special Requirements:

- Must acquire CPR/AED and First Aid certification within two (2) months of employment.
- Must be able to pass a urine drug test
- Upon hire an employment history and criminal background investigation will be completed
- Subject to DMV Pull program requiring valid driver's license, current auto insurance be always on file and must meet CSURMA driving standards. May be required to drive occasionally as needed. May be required to use personal phone for business related activities
- Required to be a Mandatory Reporter and sign ASI Mandatory Reporter Form

Print Employee Name: Josephine Delgado

Employee Signature:


Josephine Delgado (Apr 8, 2022 13:00 PDT)

Date:

04/08/2022