DEPARTMENT: CAMPUS RECREATION

JOB TITLE: FACILITY ATTENDANT

REPORTS TO: FACILITY OPERATIONS COORDINATOR

JOB SUMMARY: The Facility Attendant will represent the face of Campus Recreation and will be responsible for providing excellent customer service and extraordinary guest experiences. The Facility Attendant will be responsible for:

Customer Service

- Adhering to the standards set forth in the Customer Service Training while demonstrating an enthusiasm for enhancing the overall guest experience.
- Greeting and欢迎 guests to all Campus Recreation facilities while assisting with any questions regarding Campus Recreation programs, services, policies, and/or activities.
- Demonstrating a thorough understanding of all Campus Recreation programs, services, and activities. Serve as a brand ambassador for Campus Recreation to help increase program awareness and participation.

Recreation Operations

- Handling all point-of-sale transactions including memberships, locker and equipment rentals, ticket sales, and all other retail transactions.
- Understanding and politely enforcing Campus Recreation policies and all other area-specific policies.
- Understanding all Campus Recreation software programs including Fusion, Blackboard, and When to Work.
- Promptly responding to emergency situations and assisting the Facility Supervisor in administering appropriate care and/or calling Emergency Medical Services if needed.

Other Responsibilities

- Maintaining collaborative relationships and open communication with all Campus Recreation professional staff members and all other USU Departments.

Minimum Qualifications

- Previous work experience in customer service
- Ability to communicate effectively with other students, faculty, staff, and community members
• Ability to adhere to proper cash management procedures, enforce policies, and be willing to promote Campus Recreation programs
• Current certification in CPR, First Aid, AED, or ability to complete training within two weeks after hiring date

Preferred Qualifications

• Previous work experience in retail sales
• Previous work experience in facility or recreation operations
• Previous experience in responding to emergency situations