Guest Services Job Description

Position: Assistant
Starting Pay Rate: $8.15 ($8.30 effective January 1st, 2018)
Projected Hours/Week: 10-15

Job Summary:
The Assistant position is responsible for facilitating access for our patrons and guests, assisting in the emergency response process, and directing patrons to various areas of our facility. As the first point of contact for anyone entering the Student Recreation and Wellness Center, it is expected that this position will deliver exceptional customer service through: proactive engagement with our patrons; education of facility policies and procedures and our programs and services; and communicate and collaborate with all other areas to guarantee the success of the department as a whole.

Pre-Requisites and Requirements:
- This is an entry level position: prior customer service experience is preferred, but not required.
- Certification in CPR/AED and First Aid for the Professional Rescuer. This is provided free of charge for all employees upon hiring if you are not already certified.
- Receive a background check through the Instructional Resource Center (IRC). The cost of this check is covered by the Department.
- New Hire Orientation and A.L.i.C.E. training
- Working some early mornings, late nights, weekends, break periods, and holidays should be anticipated.

Expectations:
The Department of Recreational Services is committed to creating a safe, secure, and fun environment to meet the needs of the campus and community. This is achieved through an intensive risk management training program, outstanding customer service, exuding positivity and empathy, and being conscientious. Assistants are expected to provide a welcoming and positive impression for every patron to ensure their needs are met each time they visit the facility. Assistants should also strive to move up to the Specialist position after adequate experience in this role.
Responsibilities:

- Provide access to all members and guests using the Innosoft Fusion software database.
- Provide support in the emergency response process by alerting EMS of any incidents requiring their assistance.
- Inform patrons about programs, services, events, and activities utilizing provided resources.
- Communicate door alarms and lightning detection alerts to necessary staff members.
- Answer telephone calls for lost and found inquiries.
- Maintain cleanly and organized appearance of the Welcome Desk.
- Attend monthly meetings with other Guest Services staff.
- Assist Supervisor or Guest Services Coordinator with administrative level tasks, as necessary.
- Collaborate with all areas in the department through effective communication.