



# WELCOME CENTER ASSISTANT

## Job Summary and Employee Expectations

Welcome Center Assistants are the first point of contact for Campus Recreation participants and are expected to have outstanding communication and customer service skills. Interacting with patrons in person, over the phone, and through email are daily responsibilities. All departmental sales are conducted by Welcome Center Assistants. Welcome Center Assistants monitor access to Fike Recreation Center, ensuring safe facility points of access through swiping ID cards to verify membership status. Candidates must be responsible, reliable, mature, courteous, consistent, fair, and positive. Assistants must possess high levels of decision making and conflict management skills as disciplinary enforcement may be necessary. **Welcome Center Assistants must obtain lay responder or higher CPR, AED, and First-Aid certifications within 30 days of hire.**



## Job Responsibilities

- Maintain safe facility points of access through membership verification
- Process all membership, locker service, towel service, and program registration sales
- Uphold and enforce all Campus Recreation policies
- Provide a safe, welcoming, and inclusive environment for all patrons
- Attend all staff trainings meetings, in-services, and shifts as scheduled Demonstrate leadership characteristics and commitment to pride in excellence and high service standards.
- Be knowledgeable of all things related to Campus Recreation including all programs and services that we offer and any events that may be occurring in the facility or on Campus Recreation properties
- Maintain accurate equipment inventory through precise checkout to individual patrons and enforcing accountability for damaged or lost items
- Remain visible and approachable to all patrons
- Maintain clean, neat appearance of lobby and Welcome Center area.
- Represent Campus Recreation at departmental and University events to promote the department, memberships, programs, and services.
- Respond to incidents, injuries, or emergencies in the facility according to Campus Recreation policy and your level of training
- Other duties as assigned.