

JOB DESCRIPTION – GUEST SERVICES ATTENDANT**Campus Recreation Profile**

Pikes Peak, America's Mountain as it is known, forms a breathtaking backdrop for the LEED Gold Certified UCCS Gallogly Recreation and Wellness Center, which opened its doors in January 2016. Campus Recreation facilities and programs serve more than 500 students and faculty/staff daily, while employing approximately 100 students every year. Campus Recreation professional staff committed to student development, diversity and sustainability, all while encouraging healthy lifestyles through extensive programs and services.

Campus Recreation's mission supports the UCCS mission by providing students and the campus community with diverse programs, outstanding facilities and educational experiences that support the development of a healthy mind, body and spirit. We enhance the campus experience through programs and services that focus on student development, promotion of a healthy lifestyle and provide opportunities for social interaction.

Job Responsibilities

- General supervision and management of front desk operations. This includes cash handling, completion of transactions, managing equipment checkout, and the lost-and-found.
- Providing excellent customer service for all patrons. This includes pleasantly conversing with patrons, greeting all patrons, providing accurate information, answering phone calls and maintaining a clean facility.
- Provide information about the entire Recreation and Wellness Center, including but not limited to: group fitness, intramurals, aquatics, club sports, the SOLE Center, health center, counseling, events, etc.
- Be knowledgeable on how to utilize Innosoft Fusion Software for point of sale, equipment check out, and program registration.
- Be knowledgeable about events and different locations on campus in order to be a resource to our UCCS community.
- Assist with special event set-up as needed.
- Assist with maintaining the cleanliness of the facility by completing cleaning tasks.
- Record participation data and perform data entry.
- Complete accident and incident reports as necessary, and providing them to the Building Manager.
- Organize customer service and lobby areas in an aesthetically appealing manner.
- Enforce all Campus Recreation rules, regulations, and procedures.
- Serve as a first responder during emergencies and evacuations that occur in the Recreation and Wellness Center. This includes initiating the emergency action plan (EAP) and ensuring that university and department guidelines are followed.
- Monitor advertisement and marketing boards for accuracy and functionality.
- Maintain a variety of contact lists for UCCS Recreation and Wellness business, staff, and facility needs.
- Assist in office work as requested by Professional Staff.
- Mandatory attendance at monthly staff meetings.
- Restock, inventory, and notify the Building Manager of supply needs.
- Assist in monitoring and maintaining office equipment performance.

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- Mandatory attendance at All-Staff Training, held once a semester.
- Obey and comply with all UCCS Recreation and Wellness, UCCS Campus, State, and Local ordinances and policies.
- Checking and responding to emails in a professional and timely manner.

Required Qualifications

- Currently enrolled in at least 6 credit hours at UCCS.
- American Red Cross certified First Aid / CPR / AED. If you do not have this currently, you must obtain within one month of hire.
- Must commit to working a minimum of 10 hours/week.
- Exceptional customer service, conflict resolution and leadership skills with the ability to adapt easily to situations.
- Ability to effectively work and participate in a collaborative team environment.
- Proficiency with computers, including Microsoft Office applications.

Preferred Qualifications

- Working knowledge of the use of fitness and strength equipment in the UCCS Recreation & Wellness Center.
- Previous experience with cash handling and completion of monetary transactions.
- Ability to listen to and provide constructive criticism in the professional setting.
- Previous experience working in the Campus Recreation setting.
- Completion of a leadership training.
- Previous experience in customer service.

Compensation

The compensation for this position currently begins at \$15.70/hour.