



Department: Campus Recreation

Program Area: Reynolds Gym

Job Title: Welcome Desk Assistant

Reports to: Operations Manager

Summary:

Welcome Desk Assistants are the first point of contact for Campus Recreation participants. They are responsible for the daily operations of the welcome desk in Reynolds Gymnasium. This position requires effective communication skills, the ability to resolve conflict, and ability work independently as well as part of a team. Welcome Desk Assistants must maintain constant situational awareness of potential risks while providing an all-inclusive and welcoming environment for participants.

Essential Functions:

- Greet and welcome patrons
- Answer and refer questions from patrons
- Provide quality customer service to all individuals including faculty, staff and students
- Performs customer service functions including program registration and sales, locker rentals, equipment checkout, facility access verification, retail sales and inventory, etc.
- Process payments (cash, check, credit card) and issue receipts
- Answer telephone
- Data entry
- Ability to uphold and clearly communicate facility and university rules and regulations
- Attend staff meetings and required trainings
- Other duties as assigned

Required Knowledge, Skills, Abilities:

- Current student of Wake Forest University
- Must be current or obtain First Aid/CPR/AED Certification

Preferred Knowledge, Skills, Abilities:

- Cash handling
- Excellent communication, time management, and organizational skills
- Energetic and outgoing personality
- Ability to multi-task
- Detail oriented
- Reliable, trustworthy and punctual

Compensation/Incentives:

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for merit-based pay increase and performance-based incentives.

Note:

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.

Wake Forest University is committed to providing access and reasonable accommodation in employment for individuals with disabilities.

Human Resources Use:

FLSA & Reason: Non-exempt	EEO: 70
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Date approved: 03/20/2015
Approved by: Katie Hatch

Last revised:
Revised by: