



Department: Campus Recreation

Job Title: Access Attendant

Summary:

Access Attendants are the first point of contact for Campus Recreation participants and Wellbeing Center guests. They are responsible for the daily operations of the welcome desk in the Wake Forest Wellbeing Center. This position requires effective communication skills, the ability to resolve conflict, and the ability to work independently as well as part of a team. Access Attendants 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, students, and visitors
- May assist with customer service functions including program registration and sales, locker rentals, equipment checkout, facility access verification, retail sales and inventory, etc.
- Must be knowledgeable of Campus Recreation and Wellbeing Center programs and services at all times
- Perform all scheduled work wearing Campus Recreation uniform and name tag
- Answer telephone and direct calls
- Perform data entry
- Ensure that all guests with a WFU ID scan upon 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:

- Must be current or obtain First Aid/CPR/AED Certification or able to obtain within designated time period
- Able to work a minimum of 6 hours per week
- Able to work a minimum of one weekend per month

Preferred Knowledge, Skills, Abilities:

- Experience with cash handling and customer service
- Excellent communication, time management, and organizational skills
- Energetic and outgoing personality
- Ability to multi-task
- Detail oriented
- Reliable, trustworthy and punctual
- Ability to work a flexible schedule as demanded by the nature of the business, as shift and schedules may vary throughout the year (i.e. summer and academic year breaks – spring, fall, winter, etc.)

Compensation/Incentives:

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-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.

Contact: Megan Belanger (belangm@wfu.edu) for additional information.

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: