



Job Title: Access Attendant

Department: Campus Recreation

Reports to: Operations Coordinator

Summary:

The Campus Recreation Access Attendant is the first point of contact for Campus Recreation and Wellbeing Center patrons. These individuals oversee and monitor access into the facility and ensure that all patrons who enter have the correct and valid requirements to enter the facility. In addition, the Access Attendant assists in the operations of the Welcome Desk by monitoring the informal recreation inventory, overseeing lost & found, and providing excellent customer service to users of the Wellbeing Center.

Acquired Knowledge, Skills & Experience:

At the conclusion of this position, the Access Attendant should have gained the following skills:

- Customer Service – Learn to address and properly handle a variety of patrons and users
- Critical Thinking – Create well thought out solutions to situations that arise
- Communication and Interpersonal Skills – Learn to address and clearly communicate with users and patrons

Essential Functions:

- Foster an inclusive and welcoming environment in the Wellbeing Center, including serving as the first point of contact and remaining informed about all Campus Recreation programs and facilities
- Monitor and ensure that all patrons accessing the Wellbeing Center have active membership and proper identification
- Conduct proper sanitization and cleaning of shared spaces and common-use objects in the Living Room Area, in addition to assigned tasks throughout the facility
- Monitor the Informal Recreation Equipment Inventory. Inspect, clean, and organize equipment, as well as complete related logs
- Effectively communicate questions, comments, and concerns of Wellbeing Center users that arise while on shift
- Track and log the Lost & Found Inventory of the Wellbeing Center
- Assist with enforcing the policies and procedures of the Wellbeing Center
- Promote all Campus Recreation programs and activities
- Attend all staff meetings and trainings
- Other duties as assigned

Requirements and Qualifications:

- Must hold a First Aid/CPR/AED Certification or be able to obtain within designated time
- Work a minimum of 6 hours per week and one weekend a month
- Arrive to shift at least 5 minutes early and in proper uniform
- Effectively communicate issues with shifts in a timely manner
- Ability to work a flexible schedule as demanded by the nature of the business, as shifts and schedules may vary throughout the year (i.e. summer and academic year breaks – spring, fall, winter, etc.)

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 their supervisor.

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