

Job Title: Facility Attendant
Department: Campus Recreation
Reports to: Coordinator, Facilities
Compensation: \$10.00/hr



Summary:

The Campus Recreation Facility Attendant serves as a primary point of contact for patrons at the Wake Forest Wellbeing Center and supports the daily operations of the facility. This role is responsible for monitoring facility access, overseeing activity within fitness and recreation spaces, maintaining equipment and shared spaces, and providing exceptional customer service to patrons. Facility Attendants help ensure a welcoming, inclusive, and safe environment while supporting the policies, programs, and services of Campus Recreation.

Acquired Knowledge, Skills & Experience:

At the conclusion of this position, the Facility Attendant should demonstrate the following competencies:

- **Professionalism** – Arrive prepared, present, and ready to engage with patrons and coworkers in a professional manner
- **Communication** – Actively listen and communicate clearly with patrons and staff to address questions, concerns, or issues
- **Problem Solving** – Identify facility issues and take appropriate action or escalate when necessary
- **Teamwork** – Collaborate effectively with coworkers to complete tasks and support facility operations
- **Time Management** – Balance assigned responsibilities and complete tasks efficiently during scheduled shifts

Essential Functions:

- Serve as a welcoming and inclusive first point of contact for patrons in the Wellbeing Center
- Monitor and ensure that all patrons accessing the facility have valid identification and active membership
- Oversee activity in the fitness and recreation spaces to ensure adherence to facility rules and policies
- Promote a safe and welcoming environment for all users of the Wellbeing Center
- Assist with risk management protocols during emergencies or incidents within the facility
- Maintain the cleanliness, organization, and readiness of equipment and shared spaces throughout the facility
- Inspect, clean, and organize recreation and fitness equipment and complete related logs as required
- Monitor informal recreation equipment inventory and assist with equipment distribution and returns
- Conduct regular sanitization and cleaning of shared spaces and commonly used equipment
- Identify and report facility maintenance or safety concerns (e.g., damaged equipment, facility hazards)
- Communicate questions, comments, concerns, and incidents that arise during shifts to supervisors
- Maintain working knowledge of Campus Recreation programs, services, and events and promote them to patrons
- Attend all required staff meetings and trainings
- Perform additional duties as assigned

Requirements and Accountabilities:

- Must hold a First Aid/CPR/AED certification or obtain certification within 30 days of hire
- Work a minimum of 2 shifts per week (approximately 6 hours) and one weekend per month
- Arrive to shifts at least 5 minutes early and in proper uniform
- Communicate scheduling issues in a timely manner

- Ability to work a flexible schedule based on facility needs, including academic breaks and summer periods



Disclaimer:

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 the employee's supervisor.

To help provide a safe learning and living community, Wake Forest University conducts background investigations and drug screens for all final candidates being considered for employment.

Wake Forest 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.