



Customer Service Representative (CSR)

12-20 hours/week • \$7.50

Qualifications:

- Preference will be given to full time UTC students.
- Preference will be given to students with prior customer service experience and facility operations experience.
- Current certifications in Standard First Aid/CPR/AED are preferred but not required.

Job Description:

- Customer Service Representative is responsible for all details surrounding access control, rental equipment use, and patron assistance. Furthermore, the CSR may be asked to assist with special programs, events, and any other duties necessary for quality services. You must be able to work weekends, early mornings, and late nights. Previous customer service preferred but not required.

Responsibilities:

- Check valid use eligibility of all patrons who enter the facility and respond accordingly.
- Be responsible for checking out/in equipment available for the convenience of the patrons.
- Clean, inspect and ensure that all equipment is available for checkout.
- Report any broken or damaged equipment to the Operations Coordinator.
- Respond to accidents, incidents, injuries and emergency situations, and report them to the Building Supervisor on shift and Operations Coordinator using an incident report.
- Abide by and be proficient in all building policies and procedures, including use of Mocs Cards.
- Provide accurate information and answer questions regarding hours of operation, and policies to patrons.
- Be responsible for logistics of Fusion calendar and special events.
- Perform other duties as directed or assigned by the Operations Coordinator or Building Supervisors.
- Attend and actively participate in all full staff in-services, scheduling meetings and other meetings as scheduled by the Leadership Team/Operations Coordinator/Facilities Manager.

UTC Campus Recreation

- Complete all surveys distributed by Operations Coordinator prior to given deadline (i.e. Staff Notes).

EXPECTATIONS

- Provide outstanding customer service.
- Ability to manage with difficult situations well.
- Ability to handle merchandise and equipment in a trustworthy manner.
- Ability to work independently without direct supervision.
- Ability to be a leader.
- Ability to work with diverse populations.
- Provide a safe environment for all patrons and employees.

TYPICAL WORKING HOURS

This position requires minimum 10-15 hours/week. Extra hours will be available upon facility reservations.

WORKING CONDITIONS

- Location of work – ARC Control Desk, ARC Equipment Desk, and Maclellan Gym Desk
- Type of work – Customer service, willingness to learn on the job, technology and phone abilities, assisting patrons, and tabling at events. Some lifting will be required.
- Uniform –staff shirt, nametag, khaki pants, and fanny-pack

MINIMUM QUALIFICATIONS

- Maintain minimum enrollment hours
- Minimum 2.0 grade point average (undergrad) and 3.0 (graduate) and maintain good academic standing throughout employment
- Commitment to Campus Rec's mission statement
- Positive attitude
- Must successfully complete a background check

PREFERRED QUALIFICATIONS

- Experience working with diverse populations
- Strong interpersonal and communication skills
- Demonstrated positive customer service
- Demonstrated leadership qualities