

# UTC Campus Recreation - Welcome Desk Attendant

Updated 07/18/2024

## Position Overview:

The UTC Campus Recreation *Welcome Desk Attendant* is the first point of contact for students, members, and guests. These individuals oversee and monitor facility access. They serve as the lead for guest pass sales, enforcing policies related to facility access, and ensure related procedures are followed. Our *Welcome Desk Attendants* will be knowledgeable on membership options and policies, programs, and facilities. In addition, the *Welcome Desk Attendant* assists in the operations of the front desk by monitoring the equipment rental desk, overseeing lost & found, and providing excellent customer service to students, members, and guests.

## Minimum Qualifications:

- Must be a current UTC student in good academic standing (minimum 2.0 GPA).
- Must pass background check.
- Have or willing to obtain a valid CPR/First Aid certification within 60 days of hire.

## Responsibilities:

- Greet students, members, and guests with a cheerful and helpful attitude.
- Facilitate entry/access to Campus Rec/ARC and ensure proper eligibility.
- Working knowledge of UTC Campus Recreation programs, services, and memberships.
- Provide excellent customer service to all students, members, guests/patrons.
- Basic policy enforcement as it relates to memberships, equipment rental, and facility access.
- Utilize recreation management/point-of-sale software (FUSION) to execute tasks associated with guest pass sales, equipment check-out, facility access/turnstiles.
- Follow procedures to properly document and process lost & found items.
- Complete daily task list to ensure clean and organized welcome desk.
- Attend mandatory monthly team meetings.
- Attend bi-annual team training (fall & spring semester).
- Work a minimum of one (1) opening shift /month (5:45am-8am).
- Work a minimum of one (1) weekend shift/month.

## Position Skills:

- Critical thinking - Create well thought out solutions to situations that arise. Use Campus Recreation policies and procedures to handle issues with students, members, and guests.
- Customer service – provide service ‘with a smile’ and seek ways to assist patrons with issues.
- Teamwork – works well with a diverse group of student and professional staff.
- Conflict resolution – comfortable navigating challenging conversations with peers and patrons.

Reports to Membership Services Coordinator

Pay rate: \$13/hour