

# Recreation and Wellness Center

## Guest Services Attendant

### **Department Mission:**

Campus Recreation's mission is to enhance lives by providing outstanding recreational opportunities and experiences for the diverse UMSL community. Stay. Play. Connect.

### **Position Responsibilities:**

- Greet patrons at entry of the building.
- Provide customer assistance to patrons through providing equipment to patrons who present a valid UMSL ID or Recreation and Wellness Member card.
- Report appropriate information (name, ID number, equipment, inventory number) to Building Manager and/or professional staff when a patron fails to return equipment, or equipment has been damaged by excessive abuse.
- Answer walk-up or telephone inquiries regarding hours of operation, activity schedule, court/pool/group fitness reservations, etc.
- Maintain accurate inventory of equipment available for loan. Keep equipment arranged in neat, orderly fashion.
- Take appropriate measures to ensure a safe environment for patron use. This includes, but is not limited to, preventing the use of damaged/broken equipment.

### **Experience:**

- Prior experience in customer service is encouraged
- Organization, communication, and time-management skills and self-awareness

### **Work Hours:**

- Monday-Thursday 6am-9pm, Friday 6am-8pm, Saturday 8am-5pm, and Sunday 11am-6pm and work hours vary depending on availability

### **Requirements:**

- Must be in good standing with the University.
- Displays a positive and friendly attitude.
- Willingness to learn, follow, and enforce rules and regulation.
- Have flexibility to work shifts throughout the day and week as we are open long hours.
- Excellent communication skills, especially using email.
- Minimum GPA: 2.0

### **Compensation:**

\$10.30 an hour

### **Required Training:**

Monday, November 29-Friday, December 3

\*Includes New Staff Welcome, New Staff Training, Area Specific Training, and CPR/AED/First Aid Certification.

Friday, January 21 – All Staff Training