

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

New Staff Welcome & Training:

Sunday, April 25th 6-6:45pm

Thursday, April 29th-Tuesday, May 4th*

*One 1 hour training and one 5 hour CPR/AED/First Aid Certification

Guest Services Specific Training (for those working over summer):

Wednesday, April 28th – May 15th