

SECTION 2.1 JOB DESCRIPTIONS

Campus Recreation Student Office Assistant

Qualifications:

- Preference will be given to full time UTC students.
- Preference will be given to students with customer service and cash handling skills and experience.
- Current certifications in Standard First Aid/CPR/AED are preferred.

Job Description:

- Responsible to the Campus Recreation Administrative Assistant.
- **Scope:** The Campus Recreation Student Office Assistant is responsible for assisting the Campus Recreation Administrative Assistant in administrative duties within Campus Recreation, but primarily front-line customer service. Furthermore, the Student Office Assistant may be asked to assist professional staff with special programs, events, and any tasks necessary for quality Campus Recreation programming.

Responsibilities:

- Responsible to the Campus Recreation Administrative Assistant.
- **Scope:** The Campus Recreation Student Office Assistant is responsible for assisting the Campus Recreation Administrative Assistant in administrative duties within Campus Recreation, primarily, assisting in front-line customer service. Furthermore, the Student Office Assistant may be asked to assist other professional staff with special programs, events, and any tasks necessary for quality Campus Recreation programming.
- Open and close the Campus Recreation Office.
- Front-line customer service: greeting and assisting/directing patrons, including, proper phone etiquette and message recording.
- Maintain general knowledge of all Campus Recreation programs, events, websites and professional staff to be capable in assisting all guests within the scope of Campus Recreation activities and programs.
- Facilitate conflict resolution with customer problems and complaints.
- Point of sale and cash handling for Campus Recreation department.
- Comply with university cash handling and credit card handling procedures.
- Data entry: including, but not limited to, payroll and patron memberships.
- Uphold confidentiality of privileged information.
- Ensure that all guests follow operating and use policies. Violator are to be reported to the Campus Recreation Administrative Assistant or other Campus Recreation professional staff.

- Report any violation of employee conduct or policy to the Campus Recreation Administrative Assistant.
- Report all accidents, injuries and emergency situations to the Campus Recreation Administrative Assistant or other Campus Recreation professional staff and document with proper paperwork.
- Attend and actively participate in mandatory staff trainings and meetings as assigned by the Campus Recreation Administrative Assistant.
- Perform other duties as directed or assigned by the Campus Recreation Administrative Assistant.

UTC Campus
Recreation
