*The University of Oregon, an AA/EO institution and department, strongly and actively strive to increase diversity within its community. Applications and interview questions will be developed from the information in this job description.*

**Position Summary**: Provide customer service to members and guests that inquire about and use the facility, programs, and services operated by the department.

**Major Duties**:

• Greet members and guests as they enter and exit the facility

• Communicate correct information to inquiring individuals in a timely manner

* Handle cash operations (small related services fees)

• Enforce access policies

• Monitor and verify access of students, faculty, staff, and guests into the center

* Answer questions by monitoring the reservation and welcome desk phone lines

• Enforce and educate the members and/or guests on policies and procedures of the facility areas

• Ensure that there is not misuse or abuse of identification cards

• Be responsible for all opening and closing duties

• Complete written reports/documents

* Give informational facility tours to visitors and prospective members
* Monitor the facilities alarm and security system and respond by calling the appropriate staff to solve the problem
* Oversee the lost and found procedures and the storage of oversized items
* Help patrons

**Minor Duties**:

• Assist members and guests in answering their questions

• Provide directions to facility and campus locations

• Maintain a clean and neat work environment

* Conduct inventory and restock merchandise for sale as needed
* Conduct inventory of forms and communicate when necessary
* Other duties as assigned

**Performance Expectations**:

* Be able to locate and use resources for personal understanding of policies and procedures
* Be able to locate and use resources as a tool for communicating with patrons to facilitate understanding
* Show growth in teamwork skills by having the ability to effectively direct the actions of others, follow when needed, and assess workload needs
* Communicate with a diverse population and facilitate an excellent user experience by providing exceptional customer service
* Show growth in problem solving skills by being able to correctly identify problems and central issues, sort and weight out consequences and alternatives, and respond appropriately to key people and issues

**Eligibility Requirements**:

• Current student enrolled in a minimum of 8 credits (UO Preferred)

* Outstanding work performance record (attendance & punctuality)
* Submitted application, and letter of recommendation
* Be willing to work a minimum of 12 hours per week

**Skill Requirements**:

• Good communication and customer service skills

* Ability to troubleshoot problems and respond appropriately to issues
* Ability to enforce policies

• Ability to work well with people

• Ability to respond to emergency situations

**Certification Requirements**:

• Current Adult CPR, AED and Standard First Aid from nationally accredited institution or ability to obtain within 30 days of employment

**Working Conditions**:

• Potential contact with bio-hazardous materials

* Long periods of sitting and standing

**Compensation**:

$9.35-$9.95/hour

**Evaluation Process**:

* Once during training and then periodically throughout the year.