



JOB TITLE: FACILITY ATTENDANT
DEPARTMENT: Utah State University Campus Recreation
REPORTS TO: Coordinator of Facility Operations

Job Summary

Facility attendant is a student position designed to represent Campus Recreation during hours of operations. The position will mainly focus on providing excellent customer service and extraordinary guest experiences.

Job Duties

Customer Service

- Adhere to the standards outlined in the Customer Service Training while demonstrating an enthusiasm for enhancing the overall guest experience.
- Greet and welcome guests to all Campus Recreation facilities while assisting with any questions regarding Campus Recreation programs, services, policies, and/or activities.
- Demonstrate a thorough understanding of all Campus Recreation programs, services, and activities.
- Serve as a brand ambassador for Campus Recreation to help increase program awareness and participation.

Recreation Operations

- Handle all point-of-sale transactions including memberships, locker and equipment rentals, ticket sales, and all other retail transactions.
- Understand and politely enforce Campus Recreation policies and all other area-specific policies.
- Understand all Campus Recreation software programs including Fusion, Blackboard, and When to Work.
- Promptly respond to emergency situations and assist the Facility Supervisor in administering appropriate care and/or calling Emergency Medical Services if needed.

Other Responsibilities

- Maintain collaborative relationships and open communication with all Campus Recreation professional staff members and all other USU Departments.
- This position description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to the position.



Minimum Qualifications

- Previous work experience in customer service
- Ability to communicate effectively with other students, faculty, staff, and community members
- Ability to adhere to proper cash management procedures, enforce policies, and be willing to promote Campus Recreation programs
- Current certification in CPR, First Aid, AED, or ability to complete training within two weeks after hiring date

Preferred Qualifications

- Previous work experience in retail sales
- Previous work experience in facility or recreation operations
- Previous experience in responding to emergency situations

Position Details

- The position reports to the Coordinator of Facility Operations
- Hourly wage starts at \$8.25/hour
- Employees can expect to work 15/hours per week
- Employees will be required to work some weekend and/or night shifts.

About Campus Recreation

The Department of Campus Recreation at Utah State University is housed in the Division of Student Affairs and is one of the most dynamic growing departments on campus. Campus Recreation provides wellness and healthy lifestyle-oriented programs, events, and services to Utah State University students and employees via five program areas: Aquatics, Fitness, Club Sports, Intramurals, Outdoor Recreation. Facility operations supplement the program area functions and provide seamless customer service to USU students, employees, and the community. Campus Recreation creates opportunities for students to enhance the college experience through play, wellness, and adventure. To learn more about Campus Recreation, visit our website at campusrec.usu.edu.