



# University of Toledo Office of Recreation Customer Service Associate Employment Application



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## Personal Information

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Name: \_\_\_\_\_ Rocket Number: \_\_\_\_\_

Local Address

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Permanent Address

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone

Mobile: \_\_\_\_\_ Home: \_\_\_\_\_

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## Position Summary

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Customer Service Associates are:

- Responsible to SRC Associate Director of Facilities Nancy Burhans
- Liaison between the Office of Recreation and the members of the Recreation Center
- Duties include:
  - Processing, and maintaining Student Recreation Center's Membership applications and ID cards
  - Assisting in office work such as typing, filing, answering phones
  - Providing quality customer service to members and students of diverse nature
  - Performing duties as requested by supervisor and/or other professional staff
- **Pay Rate: \$7.30 per hour**

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## Employment Requirements

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- Student employees must currently be enrolled at the University of Toledo
- Domestic students are required to be enrolled for at least 6 credit hours per semester and maintain a minimum GPA of 2.0
- International students are required to be enrolled for at least 12 credit hours at all times during employment and maintain a minimum GPA of 3.0
- All students employees must have a valid social security number for employment
- International students must have a valid work permit for employment on campus
- All employees are required to attend mandatory training sessions, and monthly meetings
- All employees are required to work some evenings and weekends
- All student employees may work no more than 20 hours per week

### Customer Service Associates Must

- Demonstrate knowledge of Office of Recreation and SRC policies, programs, rules and regulations through written and oral assessments
- Understand membership and program processing procedures
- Enforce and disseminate information pertaining to Office of Recreation and SRC policies, rules, and regulations
- Demonstrate good public relations skills
- Have the ability to use: computer, calculator, register, camera
- Have the ability to problem solve, work independently, follow directions, and make decisions

**General Information**

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Are you legally entitled to work in the United States?      YES                  NO

Have you ever been convicted of a crime?    YES                  NO

Are there any felony charges pending against you?    YES                  NO

Year in study:              Freshman      Sophomore      Junior              Senior              Graduate

College: \_\_\_\_\_ Major(s) \_\_\_\_\_

Anticipated Date of Graduation: \_\_\_\_\_

Are you presently employed on campus?    YES      NO    If yes, where? \_\_\_\_\_

Are you work-study eligible?      YES                  NO

**Availability**

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Circle the semester for which you are applying:      Fall      Spring      Summer

In the following chart, check the hours during which you are available to work:

	8-9am	9-10am	10-11am	11am-12pm	12-1pm	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm	9-10pm	10-11pm
Monday															
Tuesday															
Wednesday															
Thursday															
Friday															
Saturday															
Sunday															

The above schedule is:              Tentative              Final

**Qualifications/Work Experience**

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List previous work experience, starting with the most recent

Date (mm/yyyy)	Name/Telephone # of supervisor	Company	Position	Reason for leaving
From: To:				
From: To:				
From: To:				

Use the space below to provide a statement as to why you would like to work as a Customer Service Associate for the Office of Recreation?

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Use the space below to list qualifications as a cashier, experiences working in customer service, working with computer/office equipment, knowledge of First Aid/CPR

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**At-Will Employment** I acknowledge that if hired, I will be an at-will employee. I will be subject to termination or disciplinary procedure without notice or cause, at the discretion of the employer. I understand that no representative of The University of Toledo, other than the president, has authority to change the terms of an at-will employment and that any such change can occur only in a written employment contract

**Authorization** I authorize the University of Toledo, Office of Recreation to obtain information about me from my previous employers and academic institutions. I authorize my previous employers and academic institutions that I have attended to disclose to The University of Toledo, Office of Recreation such information about me as The University of Toledo, Office of Recreation may request.

**Accuracy** I verify that the statements I have made in this application are true and complete. I understand that if I am hired, any false or misleading information given in this application will be grounds for immediate disqualification of this application of this application or termination of employment.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_