Job Summary

The Guest Services Specialist position in the Office of Recreation at The University of Toledo is responsible for providing premier guest services and serves in the roll of “Directors of First Impressions” to patrons inside of the Student Recreation Center. The Guest Services Specialist functions under the supervision of the Assistant Director. This position is responsible for making sure all patrons’ have a premier experience with daily entry into the facility, positive membership/program and merchandise sales, exceptional equipment issue and other guest service responsibilities including providing correct departmental information.

Reporting Relationship

Assistant Director

Job Duties and Responsibilities

- Allow entry of patrons into the Student Recreation Center according to policies and procedures
- Process and maintain guest membership applications and ID’s
- Assist patrons with all problems, questions and concerns in person as well as over the phone
- Sell memberships, guest passes, programs and merchandise
- Handle rental groups’ payments and collect release forms
- Follow Emergency Action Plan and respond appropriately
- Attend staff meetings, in-service trainings and other trainings as assigned by GA or Associate Director
- Other Duties as assigned by the Associate Director or GA

Requirements

- Must meet The University of Toledo student employment qualifications
- Current certification in American Red Cross CPR-PR/AED/First Aid
- Demonstrated skill in quality guest service
- Ability to use Microsoft Word/Excel, cash register, ID camera and other office/computer equipment
- Must be able to handle cash reliably
- Must work some weekend shifts
- Pay rate $8.25 per hour