Job Summary

The Operations Staff, under the direction of the Graduate Assistant and the Associate Director Facilities has the responsibility of rotating between three stations: the Entry station where they greet patrons and ensure only authorized individuals gain access to the rec center, the Issue desk where they check out equipment, ensuring that the proper ID is received and returned to each patron, and the Floor Monitor position where they maintain cleanliness and enforce policies and procedures throughout the building. All stations are required to assist with emergency situations and give excellent customer service at all times.

Reporting Relationship

Direct Supervisor: Graduate Assistant Operations and Event Management

Functional Supervisor: Associate Director Facilities

Job Duties and Responsibilities

- Swipe individuals into the rec center, allowing entrance to only those who are valid members and guests
- Check out equipment at the Issue desk, ensuring that a legitimate ID is taken and that the correct ID is returned to the patron
- Monitor the facility, enforcing policies and procedures and maintaining cleanliness
- Provide excellent customer service to all patrons and guests
- Assist with set ups as necessary
- Follow Emergency Action Plan and respond appropriately
- Attend staff meetings, in-service trainings and other trainings as assigned by GA or Assistant Director
- Other Duties as assigned by the Assistant Director, GA or Rec Center Manager on duty

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
- Willingness to work varied hours, including weekends
- Desire to work as part of a team