

Facility Attendant Position Description

Purpose

This position is responsible for the daily front desk operations of CRS. Candidates must be able to demonstrate effective decision-making and critical thinking skills to ensure the best customer service and safety for patrons. Individuals must be assertively friendly and have a working knowledge about facilities and services provided to members and must take pride in the quality of their work by demonstrating effective communication and initiative. Individuals must also be able to work with diverse populations and demonstrate cultural competence while representing CRS. Collaboration and ability to work closely with others is required for success in this position.

Preferred Qualifications:

- Customer Service Experience.
- Cash Handling Experience.
- RecTrac Software Experience.

Duties and Responsibilities include, not limited to:

- Manage entrance into the SRWC, with card swipe into RecTrac Software.
- Enforce all policies of CRS.
- Maintain cleanliness of SRWC front desk area.
- Check-out and check-in equipment from equipment room, using RecTrac Software.
- Wash and fold towels.
- Record racquetball reservations.
- Arrive at least 15 minutes prior to start of scheduled shift (except where otherwise stated).
- Dress and appearance are consistent with CRS standards.
- Answer guest questions regarding CRS facilities, programs, and services by phone and in-person.
- Maintain a working knowledge of RecTrac.
- Handle all cash transactions.
- Familiarize themselves with and sell all items in the Pro-Shop.
- Reconcile shift cash transactions and deposit after each shift.
- Maintain communication with other CRS facility team members in regards to schedule conflicts and any and all work related issues.
- Report any discrepancies to the Graduate Assistant, Facilities or Facility Coordinator Memberships and Facility Operations.
- Attend regularly scheduled departmental meetings.
- Must be able to work weekends and holidays.
- Maintain a standard of performance on daily tasks.
- Check email and WhenToWork on a daily basis.
- Adhere to all CRS guidelines.

Criteria for Success:

- Ability to assess situations and make informed decisions.
- Follows policies and procedures, arrived prepared and on time, and consistently demonstrates service excellence.

- Carries themselves in a professional manner and displays a positive attitude.
- Demonstrates effective communication when working with patrons, staff, and supervisors.
- Positively promotes UNLV and CRS to peers and patrons and takes initiative to be involved throughout campus.

Transferrable Skills

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| • Communication | • Problem Solving |
| • Conflict Management | • Working with a Diverse Constituency |
| • Time Management | • Work Independently and with a Team |
| • Customer Service | • Work in a Fast Paced Environment |

Evaluation will be based on self, peer, and supervisory evaluations.

Pay Rate: \$8.75 per hour

Minimum Hours: 10 per week